

# 2019–20 NATIONAL POSTSECONDARY STUDENT AID STUDY (NPSAS:20)

## Appendix E Student Contacting Materials

OMB # 1850-0666 v. 29

**Submitted by  
National Center for Education Statistics  
U.S. Department of Education**

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third revision March 2020  
fourth revision April 2020**

This appendix includes the contacting materials that will be sent to sample members to request their participation in the National Postsecondary Student Aid Study (NPSAS:20). The NPSAS:20 contact materials include a brochure, website text, letters, e-mails, postcards, text messages, interesting facts and trend data, video scripts, merge fields, and “as needed” contacts that may be used during data collection. Within each grouping by contact type, the materials are listed in the tentative order they will be sent to sample members, from the initial data collection announcement to a final thank you. We will send these materials to students at varying times throughout data collection. Beyond the initial data collection announcement contact, the order of the contacts in this document is not necessarily the set order in which they will be sent. We have included ‘As Needed Contacts’ that may be sent in addition to scheduled contacts, in place of scheduled contacts, or may not be sent at all. We will review the response rates to contact materials that have been sent and determine which contact we think will be the most effective at a given point in data collection. We also may reuse some contacts during different phases of data collection. Once a sample member’s case has been finalized (either as a final refusal, other final status, or completed survey), we will stop sending reminders via mail, email, text, and phone.

The tentative schedule for sample member contacts varies based on data collection wave. Therefore, each wave will receive certain contacting materials at different times. Additionally, where applicable and available, select Spanish materials will be substituted for English materials for sample members who have requested Spanish contact materials and will be reused at various points in the schedule as needed.

We have inserted fills and merge fields into each contact to indicate where language may differ if used in a different phase. Merge fields within the contact materials include the incentive payment options, possible lengths of the survey, and other details specific to the case. The merge fields also account for Office of Foreign Assets Controls cases that must either be paid via check or not be paid at all. ControllID, addressID, and emailID are fills that we will use to track undeliverable contacts. For example, a unique e-mail id is assigned to each e-mail address that we have for a particular case. The e-mail id is included at the bottom of each e-mail as a way of tracking any undeliverable or bounced e-mails, ControllID is used for QC purposes, and AddressIDs are used to track undeliverable physical mail.

We will send infographics or other materials, as needed, that reference the ‘Interesting Facts’ section. Not all the data will be used at one time, but rather selected facts will be pulled from this section to create graphics and statements to be included in contact materials.

The ‘Video Scripts’ section includes scripts for video clips from NPSAS experts. Expert videos may be included on the website or embedded in e-mail contacts. The website and specific e-mail contacts that may incorporate the video include references to the video script section.

Once language is approved by OMB, we will adjust the formatting and graphics of the postcards containing QR codes and the infographics mailings. We will assign each sample member a unique QR code to be included in the letters and postcards for direct access to the survey.

## Tentative Schedule for Sample Member Contacts (dates are subject to change)

**Note: \* denotes contact materials translated into Spanish**

Contact	Type	Calibration - Wave 1	Main - Wave 2
Data Collection Announcement Letter*	Mailing	1/5/2020	4/1/2020
Data Collection Announcement E-mail*	E-mail	1/5/2020	4/1/2020
Reminder E-mail 1*	E-mail	1/14/2020	4/10/2020
Data Collection Announcement Text*	Text	1/15/2020	4/11/2020
Reminder Postcard 1	Mailing	1/21/2020	4/17/2020
Reminder E-mail 2	E-mail	1/24/2020	4/20/2020
Text Message Reminder 1*	Text	1/30/2020	4/26/2020
Reminder E-mail 3	E-mail	2/3/2020	4/30/2020
Reminder Letter 1*	Mailing	2/11/2020	5/8/2020
Reminder E-mail 4	E-mail	2/13/2020	5/10/2020
Text Message Reminder 2	Text	2/14/2020	5/11/2020
Reminder E-mail 5	E-mail	2/23/2020	5/20/2020
Text Message Reminder 3	Text	2/29/2020	5/26/2020
Reminder Postcard 2*	Mailing	3/3/2020	5/29/2020
Reminder E-mail 6	E-mail	3/4/2020	5/30/2020
Reminder E-mail 7	E-mail	3/14/2020	6/9/2020
Text Message Reminder 4	Text	3/15/2020	6/10/2020
Reminder E-mail 8*	E-mail	3/24/2020	6/19/2020
Reminder Postcard 3*	Mailing	3/24/2020	6/19/2020
Text Message Reminder 5	Text	3/30/2020	6/25/2020
Reminder E-mail 9	E-mail	4/3/2020	6/29/2020
Reminder E-mail 10	E-mail	4/13/2020	7/9/2020
Text Message Reminder 6	Text	4/14/2020	7/10/2020
Reminder Letter 2*	Mailing	4/14/2020	7/10/2020
Reminder E-mail 11	E-mail	4/23/2020	7/19/2020
Text Message Reminder 7*	Text	4/29/2020	7/25/2020
Reminder E-mail 12	E-mail	5/3/2020	7/29/2020
Reminder Postcard 4	Mailing	5/5/2020	7/31/2020
Reminder E-mail 13	E-mail	5/13/2020	8/8/2020
Text Message Reminder 8*	Text	5/14/2020	8/9/2020
Reminder E-mail 14	E-mail	5/23/2020	8/18/2020
Reminder Postcard 5	Mailing	5/26/2020	8/21/2020
Text Message Reminder 9	Text	5/29/2020	8/24/2020
Reminder E-mail 15	E-mail	6/2/2020	8/28/2020
Reminder E-mail 16	E-mail	6/12/2020	9/7/2020
Text Message Reminder 10	Text	6/13/2020	9/8/2020
Reminder Letter 3	Mailing	6/16/2020	9/11/2020
Reminder E-mail 17	E-mail	6/22/2020	9/17/2020
Text Message Reminder 11	Text	6/28/2020	9/23/2020
Reminder E-mail 18	E-mail	7/2/2020	9/27/2020
Reminder Postcard 6	Mailing	7/7/2020	10/2/2020
Reminder E-mail 19	E-mail	7/12/2020	10/7/2020
Text Message Reminder 12	Text	7/13/2020	10/8/2020
Reminder E-mail 20	E-mail	7/22/2020	10/17/2020
Text Message Reminder 13*	Text	7/28/2020	10/23/2020
Reminder Postcard 7*	Mailing	7/28/2020	TBD
Reminder E-mail 21*	E-mail	8/1/2020	10/27/2020
Reminder E-mail 22	E-mail	8/11/2020	11/6/2020
Text Message Reminder 14	Text	8/12/2020	11/7/2020

Contact	Type	Calibration - Wave 1	Main - Wave 2
Reminder Letter 4	Mailing	8/18/2020	TBD
Reminder E-mail 23	E-mail	8/21/2020	TBD
Text Message Reminder 15	Text	8/27/2020	TBD
Reminder E-mail 24	E-mail	8/31/2020	TBD
Reminder Postcard 8	Mailing	9/8/2020	TBD
Reminder E-mail 25	E-mail	9/10/2020	TBD
Text Message Reminder 16	Text	9/11/2020	TBD
Reminder E-mail 26	E-mail	9/20/2020	TBD
Text Message Reminder 17	Text	9/26/2020	TBD
Reminder Postcard 9	Mailing	9/29/2020	TBD
Reminder E-mail 27	E-mail	9/30/2020	TBD
Reminder E-mail 28	E-mail	10/10/2020	TBD
Text Message Reminder 18	Text	10/11/2020	TBD
Reminder E-mail 29	E-mail	10/20/2020	TBD
Reminder Letter 5	Mailing	10/20/2020	10/20/2020
Text Message Reminder 19	Text	10/26/2020	TBD
Reminder E-mail 30*	E-mail	10/30/2020	TBD
Reminder E-mail 31	E-mail	11/9/2020	TBD
Reminder Postcard 10	Mailing	11/9/2020	11/9/2020
Text Message Reminder 20	Text	11/10/2020	11/10/2020
Reminder E-mail 32	E-mail	11/18/2020	11/18/2020
Reminder E-mail 33*	E-mail	11/23/2020	11/23/2020
Text Message Reminder 21	Text	11/29/2020	11/29/2020
Reminder E-mail 34	E-mail	11/29/2020	11/29/2020
Text Message Reminder 22*	Text	11/30/2020	11/30/2020
Reminder E-mail 35	E-mail	11/30/2020	11/30/2020
Non-Response Follow-Up 5 Minute Survey Letter*	Mailing	1/11/2021	1/11/2021
Non-Response Follow-Up 5 Minute Survey E-mail*	E-mail	1/14/2021	1/14/2021
Non-Response Follow-Up Announcement Postcard*	Mailing	1/18/2021	1/18/2021
Non-Response Follow-Up Text Message Reminder	Text	1/20/2021	1/20/2021
Non-Response Follow-Up 5 Minute Survey Letter – Reminder	Mailing	1/25/2021	1/25/2021
Non-Response Follow-Up 5 Minute Survey Reminder E-mail	E-mail	1/28/2021	1/28/2021
Non-Response Follow-Up Via Text Announcement*	Text	2/3/2021	2/3/2021
Non-Response Follow-Up Via Text Announcement 2	Text	2/10/2021	2/10/2021
Abbreviated Survey Invitation Letter*	Mailing	TBD	TBD
Incentive Change Letter (Group 2, Phase 2)*	Mailing	TBD	TBD
Additional Prepaid Incentive Letter (Group 1, Phase 2)*	Mailing	TBD	TBD
Abbreviated Announcement E-mail*	E-mail	TBD	TBD
Incentive Change E-mail (Group 2, Phase 2 Incentive Boost)*	E-mail	TBD	TBD
Additional Prepaid Incentive E-mail (Group 1, Phase 2)*	E-mail	TBD	TBD
Abbreviated Announcement Postcard*	Mailing	TBD	TBD
Phase 2 Announcement Postcard*	Mailing	TBD	TBD
Text Message Reminder (Abbreviated)*	Text	TBD	TBD
Group 1, Phase 2 Additional \$10 Prepaid Incentive Text*	Text	TBD	TBD
Thank You Letter – sent with check*	Mailing	Rolling	Rolling
Thank You E-mail*	E-mail	Rolling	Rolling
<b>As Needed Contacts</b>			
Initial Contact E-mail (if time allows)	E-mail	TBD	TBD
Institution Support E-mail	E-mail	TBD	TBD

<b>Contact</b>	<b>Type</b>	<b>Calibration - Wave 1</b>	<b>Main - Wave 2</b>
As Needed Reminder E-mail 1	E-mail	TBD	TBD
As Needed Reminder E-mail 2	E-mail	TBD	TBD
As Needed Reminder E-mail 3	E-mail	TBD	TBD
Preferred Method of Contact E-mail	E-mail	TBD	TBD
Contacting Reminder E-mail	E-mail	TBD	TBD
Saint Patrick's Day Themed E-mail	E-mail	TBD	TBD
Fourth of July E-mail	E-mail	TBD	TBD
Thanksgiving Themed E-mail	E-mail	TBD	TBD
NPSAS Video E-mail (Theme: NPSAS is Important)	E-mail	TBD	TBD
NPSAS Video E-mail (Theme: Prior Results)	E-mail	TBD	TBD
NPSAS Newsletter E-mail 1	E-mail	TBD	TBD
NPSAS Newsletter E-mail 2	E-mail	TBD	TBD
NPSAS Newsletter E-mail 3	E-mail	TBD	TBD
NPSAS Newsletter E-mail 4	E-mail	TBD	TBD
NPSAS Newsletter E-mail 5	E-mail	TBD	TBD
Partial Complete E-mail	E-mail	TBD	TBD
Paired Contact E-mail	E-mail	TBD	TBD
Interruption in Data Collection - Notice/Warning E-mail	E-mail	TBD	TBD
Interruption in Data Collection - Resume E-mail	E-mail	TBD	TBD
Pending Ineligible E-mail	E-mail	TBD	TBD
Hard Refusal E-mail	E-mail	TBD	TBD
Changed Contacting Language E-mail	E-mail	TBD	TBD
No Good Address for Check E-mail	E-mail	TBD	TBD
Canceled PayPal E-mail	E-mail	TBD	TBD
Missing incentive Data E-mail	E-mail	TBD	TBD
No Contact E-mail	E-mail	TBD	TBD
Outstanding Check E-mail	E-mail	TBD	TBD
Expired Check E-mail	E-mail	TBD	TBD
Preferred to Complete Online E-mail	E-mail	TBD	TBD
Data Collection Extension E-mail	E-mail	TBD	TBD
Data Collection Staff Prompt E-mail	E-mail	TBD	TBD
Missing PayPal E-mail	E-mail	TBD	TBD
Needs Incentive Selection E-mail (Didn't Select Incentive)	E-mail	TBD	TBD
Failed PayPal Payment E-mail	E-mail	TBD	TBD
Returned PayPal E-mail	E-mail	TBD	TBD
Unclaimed PayPal E-mail	E-mail	TBD	TBD
Unclaimed Prepaid PayPal Payment E-mail – if incentive eligible	E-mail	TBD	TBD
Bad Check Address E-mail for Check Incentives	E-mail	TBD	TBD
Undeliverable Check E-mail	E-mail	TBD	TBD
BPS:20/22 FT Panel Maintenance E-mail*	E-mail	TBD	TBD
Coronavirus Informational E-mail*	E-mail	TBD	TBD
Initial Contact Letter (if time allows)	Mailing	TBD	TBD
Infographics Mailing	Mailing	TBD	TBD
Institution Support Letter	Mailing	TBD	TBD
As Needed Postcard 1 (Policy Impact)	Mailing	TBD	TBD
As Needed Postcard 2 (Money-INCENTIVE ELIGIBLE)	Mailing	TBD	TBD
BPS:20/22 FT Panel Maintenance Postcard	Mailing	TBD	TBD
Data Collection Extension Text Reminder	Text	TBD	TBD
4th of July Text Reminder	Text	TBD	TBD
Saint Patrick's Day Text (Incentive-Eligible Sample Only)	Text	TBD	TBD
Thanksgiving Day Text Reminder	Text	TBD	TBD

<b>Contact</b>	<b>Type</b>	<b>Calibration - Wave 1</b>	<b>Main - Wave 2</b>
Interruption in Data Collection - Notice	Text	TBD	TBD
Interruption in Data Collection - Resume	Text	TBD	TBD
Hard Refusal (Not a Stop Text Refusal)	Text	TBD	TBD
No Good Address for Payment (for those who completed using text password)	Text	TBD	TBD
Canceled PayPal Text (for those who completed using text password and selected PayPal for Incentive)	Text	TBD	TBD
Missing Incentive Data Text (for those who completed using text password)	Text	TBD	TBD
Opted into Receiving Texts During Data Collection Via CATI or E-mail	Text	TBD	TBD
Changed Contacting Language Text	Text	TBD	TBD
Auto-Reply	Text	TBD	TBD
BPS:20/22 FT Panel Maintenance Initial Contact Text	Text	TBD	TBD
Coronavirus Informational Text*	Text	TBD	TBD

Specific contact materials that have been translated into Spanish for use in Puerto Rico are denoted by a \* in the tentative schedule, within the below Table of Contents, and on the individual contact materials.

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## Brochure Text\*

FRONT COVER

### 2019-20 NATIONAL POSTSECONDARY STUDENT AID STUDY (NPSAS:20)

PANEL 1, FLAP

#### **Who is conducting NPSAS?**

The 2019-20 National Postsecondary Student Aid Study (NPSAS:20) is conducted by the National Center for Education Statistics (NCES), in the U.S. Department of Education's Institute of Education Sciences, with data collection being carried out under contract by RTI International, a U.S.-based nonprofit research organization.

NCES is authorized to conduct NPSAS by the Education Sciences Reform Act of 2002 (ESRA 2002, 20 U.S.C. §9543) and to collect students' education records from educational agencies or institutions for the purposes of evaluating federally supported education programs under the Family Educational Rights and Privacy Act (FERPA, 34 CFR §§ 99.31(a)(3)(iii) and 99.35).

#### **How will my information be protected?**

NCES is required to follow strict procedures to protect personal information in the collection, reporting, and publication of data. All of the information provided by individuals or institutions may be used only for statistical purposes and may not be disclosed, or used, in identifiable form for any other purpose except as required by law (20 U.S.C. §9573 and 6 U.S.C §151).

Data security procedures for NPSAS are reviewed and approved by NCES data security staff. Your answers are secured behind firewalls and are encrypted during internet transmission using Secure Sockets Layer (SSL) protocol. All data entry modules are password protected and require the user to log in before accessing the data. NCES employees and contractors are subject to large fines or imprisonment if individual responses are disclosed.

INSIDE PANELS

#### **What is NPSAS?**

The 2019-20 National Postsecondary Student Aid Study (NPSAS:20) is a national study of approximately 150,000 students enrolled in postsecondary education. NPSAS is conducted by the National Center for Education Statistics (NCES), in the U.S. Department of Education's Institute for Education Sciences. The study collects information on how students and their families pay for postsecondary education and includes students from all types of postsecondary institutions, regardless of whether they receive any type of financial assistance (e.g., grants, scholarships, loans, or stipends). In addition to students completing a survey, information is collected from sources such as enrollment and federal student loan databases. **No other national study informs U.S. educational policymakers about financial support for postsecondary education like NPSAS.**

#### **Why am I being asked to participate?**

As a student enrolled in postsecondary education during the 2019-20 academic year, your participation is crucial for helping educators, researchers, and policymakers better understand the student financial aid landscape.

- It is important that students like you are included, representing a wide variety of backgrounds and academic institutions. Without strong student participation it is



impossible to have a complete picture of the costs and benefits of postsecondary education.

- For students who have Pell grants or Direct/Stafford loans, NPSAS is the primary source of information used by the federal government to analyze federal student aid and to inform public policy on the effectiveness of these aid programs.
- Your survey responses will represent other students enrolled at your institution who were not selected to participate in NPSAS. If you choose not to participate, **no one can be substituted for you!**

**Make your experience count by participating in the U.S. Department of Education's 2019-20 National Postsecondary Student Aid Study (NPSAS:20)!  
What happens to the results?**

As with results from previous rounds of NPSAS, results from the current study will be posted on the NCES website (<https://nces.ed.gov/surveys/npsas>) as soon as they are available. Your responses will be combined with those of other students and will be presented in summary form only. No individually identifying information will be published.

Researchers will use NPSAS data to explore a wide variety of topics, including student loan debt and persistence in postsecondary education.

**How do I participate?**

Participation is easy! You can complete the NPSAS survey (available in English or Spanish) online or over the phone.

**Online**

Log onto the study website at <https://surveys.nces.ed.gov/npsas> using the Study ID and password provided to you in your study materials.

The survey is mobile-optimized, so it can be easily completed on a mobile device.

**Phone**

Call our Help Desk at 877-677-2766 to speak to one of our professional interviewers who are happy to assist you.

Additionally, during data collection you may receive reminder communications in any of the following ways:

- Mail from the National Center for Education Statistics
- E-mails from [NPSAS@ed.gov](mailto:NPSAS@ed.gov) or [NPSAS@rti.org](mailto:NPSAS@rti.org)
- SMS text messages from xxx-xxx-xxxx
- Phone calls from xxx-xxx-xxxx

**Did you know?**

[INSERT SELECTED TREND DATA FROM INTERESTING FACTS - TREND DATA, PAGE E-136]

BACK COVER

**Contact Us**

For assistance, please contact the study Help Desk or visit the website:

NPSAS HELP DESK  
877-677-2766  
[npsas@ed.gov](mailto:npsas@ed.gov)

<https://surveys.nces.ed.gov/npsas>

If you have questions or concerns about NPSAS:20, contact:

**RTI International**

Jennifer Wine, Ph.D.  
NPSAS Project Director (RTI)  
[jennifer@rti.org](mailto:jennifer@rti.org)  
877-225-8470

**National Center for Education Statistics (NCES)**

Tracy Hunt-White, Ph.D.  
NPSAS Project Officer (NCES)  
[tracy.hunt-white@ed.gov](mailto:tracy.hunt-white@ed.gov)  
202-502-7438

**Website Text\* <sup>1</sup>**

Home Page English | Español

**Welcome to the 2019-20 National Postsecondary Student Aid Study (NPSAS:20)**

**<<\*please see the 'About NPSAS' tab for an important message regarding the COVID-19 pandemic and its effect on NPSAS:20)>>**

**Please enter your Study ID and password:**

Study ID:

Password:

Show me what I've typed

Need your Study ID number or password? ([hyperlink to Login Help page](#))

**Login Help English | Español**

Fill out this request form and we will e-mail your [[<<Study ID>>](#)/[<<password>>](#)] to you. Providing as much information as possible will help us respond to your request more quickly.

Study ID number (if known):

First Name (required):

Last name (required):

Date of Birth (MM/DD/YYYY):

College Name:

E-mail Address (required):

Cell Phone (XXX-XXX-XXXX):

Other Phone (XXX-XXX-XXXX):

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<sup>1</sup> Three different mockup screenshots for the NPSAS:20 website are provided in Appendix I. Page I-22 contains a mockup of the login screen as seen on a desktop or laptop computer, while p. I-23 has a mockup of the login screen on a mobile phone. In addition to the login page, this data collection effort also contains some clickable links that will allow users to bypass the login screen; see the section of Text Message Reminders to see the context for those links. If users click on those personalized links, they will bypass the login screen and land on a welcome page. A similar welcome page from the B&B 16/17 collection is provided on page I-24 to demonstrate how the NPSAS:20 welcome page will look and function, and how the legal language will be shown on it. The image will be updated once the NPSAS:20 website has been fully programmed and the NPSAS version of the image is available.

**Update Contact Info      English | Español**

Click on the fields below to enter the information:

Study ID  
 First Name  
 Middle Name  
 Last Name  
 Suffix (drop-down)  
 Former Name  
 Cell Phone                      Home Phone                      Work Phone  
 E-mail Address  
 Secondary E-mail address  
 Address  
 Address Line 2  
 City                      Select State (drop-down)                      Zip Code

Your participation is very important, but we know there are many demands on your time. We will periodically send reminders for you to complete the NPSAS survey via e-mail, mail, phone, and text messages. For each of the following, please indicate your preferences for survey reminder communications regarding NPSAS:20.

**[RANDOMIZE OPTIONS]**

	<b>Preferred less</b>	<b>No opinion</b>	<b>Preferred more</b>
<b>E-mail</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Mail</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Text</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Phone</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Calls</b>			

**[ONCE CONTACT INFO PAGE SUBMITTED, REDIRECT TO HOME PAGE]**

**Contact Us      English | Español**

If you need assistance, have questions regarding the 2019-20 National Postsecondary Student Aid Study, or wish to complete the survey by phone, there are a variety of options you can use to contact us.

E-mail                      [npsas@ed.gov](mailto:npsas@ed.gov)

Telephone 877-NPSAS-NOW (877-677-2766)

Help Desk staff are available at the following times to assist you (in Spanish or English):

Monday-                      9:00 a.m. -  
 Thursday                      Midnight  
 Friday                      9:00 a.m. - 11:00  
    p.m.  
 Saturday                      9:30 a.m. - 9:00  
    p.m.  
 Sunday                      1:00 p.m. - 11:00  
    p.m.

All times are Eastern Time (ET).

## **Who should I contact if I have additional questions or concerns?**

If you have additional questions or concerns, NPSAS project staff are available to respond to your questions Monday through Friday between 9:00 a.m. and 5:00 p.m. ET.

### **NPSAS Staff**

RTI Project Director	Jennifer Wine, Ph.D. <a href="mailto:jennifer@rti.org">jennifer@rti.org</a> 877-225-8470
NCES Project Officer	Tracy Hunt-White, Ph.D. <a href="mailto:Tracy.Hunt-White@ed.gov">Tracy.Hunt-White@ed.gov</a> 202-245-6507

**What to Expect**                      **English | Español**

### **How can I complete the NPSAS survey?**

You may complete the NPSAS survey (available in English or Spanish) on the Web – simply [log in <hyperlink to home page>](#) by entering your Study ID number and password, which are provided in the NPSAS letter or e-mail you received. You can even complete it on your mobile device. A Spanish version of the survey is also available. If you need assistance accessing the survey on the website, or if you want to complete the survey by telephone, contact the NPSAS Help Desk by calling 877-677-2766 or sending an e-mail to [npsas@ed.gov](mailto:npsas@ed.gov).

### **Will I receive reminders to take the survey?**

During data collection, you could receive reminder communications in any of the following ways:

- Mailings from the National Center for Education Statistics
- E-mails from [NPSAS@ed.gov](mailto:NPSAS@ed.gov) or [NPSAS@rti.org](mailto:NPSAS@rti.org)
- Text messages from xxx-xxx-xxxx
- Phone calls from xxx-xxx-xxx or the U.S. Department of Education

### **How long will the survey take?**

For most people, we expect the survey will take about 30 minutes, depending on your answers. You do not have to complete the survey in one session. You can get started and, if you choose, you can easily log out and resume at a later time.

### **Do I have to participate?**

Participation in this study is voluntary; however, your involvement is very important to the success of this study. By participating, you have the opportunity to help policymakers, researchers, and others better understand how students and their families pay for postsecondary education.

### **Can I refuse to answer a question?**

You may refuse to answer any question at any time. If you choose not to answer or are unable to answer a particular question, you may still continue with the rest of the survey. Just leave the question blank and click the 'next' button to move on to the next question.

### **How do I know your website is secure?**

The NPSAS website is protected by Secure Sockets Layer (SSL; 128-bit encryption) technology. Your survey responses are collected over a secure server and connection

also protected by SSL. SSL encrypts the communication between your browser and the NPSAS web server so your data will be kept secure.

### **Should I use a particular web browser to take the web survey?**

The survey needs to use a browser that supports HTML5 and JavaScript. The latest versions of Firefox, Chrome, and Safari will work, as will Internet Explorer 9 and later. If you are having any trouble completing the survey, please call our Help Desk at 877-677-2766 and we will be happy to assist you.

**Previous Results** English | Español

### **Why is your participation so important?**

- NPSAS is the **primary source of information** used by the federal government (and others, such as researchers and higher education associations) since 1987 to analyze student financial aid and to inform public policy on student loan programs such as Pell grants and Direct/Stafford loans.
- You are part of an **exclusive group of students** selected to represent other students enrolled at your institution.
- Your personal circumstances are unique and you cannot be replaced in this study.
- **Your participation is critical to understanding and helping to meet the financial needs of postsecondary students in the United States now and in the future.**

As with all prior NPSAS surveys, results will be presented in summary form only; no individual results will be published.

### **Here's what we've learned from previous NPSAS surveys...**

NPSAS was last conducted during the 2015-2016 academic year and included about 89,000 undergraduate and 24,000 graduate students enrolled in approximately 1,800 postsecondary institutions. Students with a variety of financial situations were surveyed, including those who received financial assistance (grants, scholarships, loans, awards, and stipends) as well as those who did not receive financial assistance. Selected findings from previous NPSAS surveys are presented below.

[INSERT SELECTED TREND DATA FROM INTERESTING FACTS – TREND DATA, PAGE E-136]

**Confidentiality** English | Español

(to be located at

<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>)

The National Center for Education Statistics (NCES) is required to follow strict procedures to protect personal information in the collection, reporting, and publication of data. All of the information provided by individuals or institutions may be used only for statistical purposes and may not be disclosed, or used, in identifiable form for any other purpose except as required by law (20 U.S.C. §9573 and 6 U.S.C §151).

Data security procedures for NPSAS are reviewed and approved by NCES data security staff. Your answers are secured behind firewalls and are encrypted during internet transmission using Secure Sockets Layer (SSL) protocol. All data entry modules are password protected and require the user to log in before accessing confidential data. Project staff are subject to large  fines and/or imprisonment  if they knowingly publish or communicate any individually identifiable information.

Congress has authorized the National Center for Education Statistics (NCES) of the U.S. Department of Education's Institute of Education Sciences to collect data about the costs of postsecondary education because policymakers at all levels need reliable and current national data in order to make decisions about postsecondary education.

NCES is authorized to conduct the 2019-20 National Postsecondary Student Aid Study by the Education Sciences Reform Act of 2002 (ESRA 2002, 20 U.S.C. §9543) and to collect students' education records from educational agencies or institutions for the purposes of evaluating federally supported education programs under the Family Educational Rights and Privacy Act (FERPA, 34 CFR §§ 99.31(a)(3)(iii) and 99.35).

The study has been approved by the U.S. Office of Management and Budget (OMB). The valid OMB control number for this information collection is 1850-0666. The expiration date is xx/xx/xxxx.

### **Important note regarding text message communications for federal studies and the TCPA**

The Telephone Consumer Protection Act (TCPA), under 47 U.S. Code §227, is a federal statute enacted in 1991 to safeguard consumer privacy. This legislation restricts **telemarketing** communications via voice calls, SMS texts, and fax without explicit prior consent. Per a July 2016 Declaratory Meeting before the Federal Communications Commission, it was confirmed that TCPA **does not** restrict research survey communications, provided those communications are lawfully made by the federal government or by agents acting under authority validly conferred on them by the federal government. Because it is authorized by the U.S. Department of Education to collect data on postsecondary education, NPSAS:20 falls under this provision.

During the course of data collection, you may receive text message reminders regarding survey participation. You have the option to opt out of text message reminders at any time.

You can learn more about TCPA by clicking here

<https://www.fcc.gov/general/telemarketing-and-robocalls>. If you have any questions regarding our use of text message reminders, you can reach us by e-mail at [npsas@ed.gov](mailto:npsas@ed.gov) or by phone at **877-677-2766**.

### **About NPSAS    English | Español**

The **2019-20 National Postsecondary Student Aid Study (NPSAS:20)** collects data from a nationally representative sample of about 150,000 students enrolled in postsecondary education. Students from all types of Title IV postsecondary institutions—less-than-2-year institutions, community colleges, and 4-year colleges—are selected to participate, whether or not they receive any type of financial assistance (grants, scholarships, loans, awards, and stipends). NPSAS results will help policymakers and researchers better understand how students and their families pay for higher education.

Congress has authorized the National Center for Education Statistics (NCES) of the U.S. Department of Education's Institute of Education Sciences to collect data about the costs of postsecondary education because policymakers at all levels need reliable and current national data in order to make decisions about postsecondary education. In addition to a student survey, NPSAS collects financial aid, student record, and related information from sources such as student loan databases and admissions testing agencies. Previous rounds of NPSAS were conducted in 1987, 1990, 1993, 1996, 2000, 2004, 2008, 2012, and 2016.

NPSAS is being administered for NCES by RTI International, a U.S.-based nonprofit research firm ([www.rti.org](http://www.rti.org)).

To learn more about the data from previous NPSAS cycles, visit **NCES's NPSAS website** <https://nces.ed.gov/surveys/npsas/>.

### **Important Note about NPSAS:20 during the current COVID-19 pandemic**

We recognize how disruptive COVID-19 is to the education community, students, and parents. However, if you decide to participate in NPSAS:20, your responses will be vital in understanding how COVID-19 has affected students like yourself at their postsecondary institution. The survey will remain open during this time, but if you do have any questions or concerns, please contact our project Help Desk at 800-723-8942 or [npsas@rti.org](mailto:npsas@rti.org).

### **[INSERT VIDEO FROM TABLE - VIDEO SCRIPTS, PAGE E-142]**

**Footer (Included on all pages of the student website, including login and welcome page. Not included on the student survey pages.)**      **English | Español**

National Center for Education Statistics, Institute of Education Sciences

OMB Clearance No: 1850-0666 Expiration Date: xx/xx/xxxx

NCES is authorized to conduct the 2019-20 National Postsecondary Student Aid Study by the Education Sciences Reform Act of 2002 (ESRA 2002, 20 U.S.C. §9543) and to collect students' education records from educational agencies or institutions for the purpose of evaluating federally supported education programs under the Family Educational Rights and Privacy Act (FERPA, 34 CFR §§ 99.31(a)(3)(iii) and 99.35). The data are being collected for NCES by RTI International, a U.S.-based nonprofit research organization.

All of the information you provide may be used only for statistical purposes and may not be disclosed, or used, in identifiable form, for any other purpose except as required by law (20 U.S.C. §9573 and 6 U.S.C. §151).

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this voluntary information collection is 1850-0666. The time required to complete this information collection is estimated to average approximately 30 minutes per survey response, including the time to review instructions, gather the data needed, and complete and review the information collection. If you have any comments concerning the accuracy of the time estimate, suggestions for improving this survey, or any comments or concerns regarding the status of your individual submission of this survey, please write directly to: The 2019-20 National Postsecondary Student Aid Study (NPSAS:20), National Center for Education Statistics, Potomac Center Plaza, 550 12th St., SW, Room 4007, Washington, DC 20202. OMB Clearance No: 1850-0666 Expiration Date: xx/xx/xxxx

## **NPSAS 2019-20 Consent Text\***

*Sample members see the Web Consent Text when they log in to complete the self-administered survey. When sample members agree to complete the survey via CATI, the CATI Consent Text is read to sample members over the telephone by an interviewer.*

### **Web Consent Text**

#### **INFCON (the first survey form seen by respondents):**

Recently, we sent you material about the U.S. Department of Education's National Postsecondary Student Aid Study (NPSAS). The NPSAS survey is being conducted to determine how students and their families pay for education beyond high school. Some students, such as those who enrolled in a college for the first time between July 1, 2019 and June 30, 2020, and other special groups, may be selected for a follow-up study.

[[{if OFAC list = 0 and data collection group in (1 2) and data collection phase = 1} You should have already received \$[prepaid incentive amount] cash in the mail. {else if OFAC list = 0 and data collection group = 1 and data collection phase = 2} You should have already received \$[prepaid incentive amount].] If you have not received the \$[prepaid incentive amount], please contact our Help Desk toll-free at 1-877-677-2766 for assistance.] The survey takes about [{if survey type = 0} 30 {else if survey type = 1} 15 {else} 5] minutes [{if [OFAC list] = 0} and as a token of our appreciation, you will receive [{if (data collection phase = 1 and data collection group in (1 2)) or (data collection phase = 2 and data collection group = 1)} an additional] \$ [incentive amount] for participating.]

In addition to your survey responses, we collect other enrollment-related data from your institution and sources such as student loan databases and admissions testing agencies. Your responses, combined with any student record information, may be used only for statistical purposes and may not be disclosed, or used, in personally identifiable forms for any other purpose, except as required by law (20 U.S.C. §9573 and 6 U.S.C. §151).

Sometimes there are opportunities for researchers to use data from previous studies or to share data with each other if they are conducting similar research. For these reasons, we may use or share your deidentified data with other researchers. If we do so, we will not contact you to ask for your additional informed consent.

Your participation is voluntary and will not affect any aid or other benefits that you may receive. You may decline to answer any question or stop the survey at any time. The risks of participating in this study are small and relate to data security. We have the following precautions in place - your responses are stored within an enhanced security network, only authorized project staff have access to data, and all staff have participated in privacy training, signed confidentiality agreements, and undergone rigorous background checks. All personally identifiable information will be kept in secure and protected data files, and will be separate from the responses you've already provided in this survey.

If you have any questions about this study, you may contact the study's director, Jennifer Wine, at 1-800-723-8942. For questions about your rights as a participant,



please contact RTI's Office of Research Protection toll-free at 1-866-214-2043. To review the letter that we mailed, click here (PDF letter).

To review the study brochure, click here (PDF brochure).

Do you want to begin the survey now?

1 = Yes, I agree to participate now

2 = Not now, but I want to participate at a later time

0 = No, I do not want to participate at all

### Help Text:

- You are one of approximately 150,000 students who will be taking part in this study.
- The risk of participating in this study is small and relates to data security. However, we have put strict security procedures in place to protect your information. Procedures include:
  1. Responses are collected and stored on RTI's network which complies with all applicable security and privacy regulations including using strong encryption during internet transmission (Secure Sockets Layer (SSL) protocol).
  2. All data entry modules are password protected and require the user to log in before accessing confidential data.
  3. Project staff are subject to large fines and/or imprisonment if they knowingly publish or communicate any individually identifiable information.

### CATI Consent Text:

**LTR\_S - (THIS SCREEN IS READ TO ALL SAMPLE MEMBERS CONTACTED VIA PHONE).**  
(read to all sample members who opted for CATI):

Recently, we sent you material about the U.S. Department of Education's National Postsecondary Student Aid Study (NPSAS). The NPSAS survey is being conducted to determine how students and their families pay for education beyond high school. Some students, such as those who enrolled in a college for the first time between July 1, 2019 and June 30, 2020, and other special groups, may be selected for a follow-up study.

[[{if OFAC list = 0 and data collection group in (1 2) and data collection phase = 1} You should have already received \$[prepaid incentive amount] cash in the mail. {else if OFAC list = 0 and data collection group = 1 and data collection phase = 2} You should have already received \$[prepaid incentive amount].] If you have not received the \$[prepaid incentive amount], please let me know.] The survey takes about [{if survey type = 0} 30 {else if survey type = 1} 15 {else} 5] minutes [{if [OFAC list] = 0} and as a token of our appreciation, you will receive [{if (data collection phase = 1 and data collection group in (1 2)) or (data collection phase = 2 and data collection group = 1)} an additional] \$[incentive amount] for participating.]

In addition to your survey responses, we collect other enrollment-related data from your institution and sources such as student loan databases and admissions testing agencies. Your responses, combined with any student record information, may be used only for statistical purposes and may not be disclosed, or used, in personally identifiable forms for any other purpose, except as required by law (20 U.S.C. §9573 and 6 U.S.C. §151).

Sometimes there are opportunities for researchers to use data from previous studies or to share data with each other if they are conducting similar research. For these reasons, we may use or share your deidentified data with other researchers. If we do so, we will not contact you to ask for your additional informed consent.

Your participation is voluntary and will not affect any aid or other benefits that you may receive. You may decline to answer any question or stop the survey at any time. The risks of participating in this study are small and relate to data security. We have the following precautions in place - your responses are stored within an enhanced security network, only authorized project staff have access to data, and all staff have participated in privacy training, signed confidentiality agreements, and undergone rigorous background checks. All personally identifiable information will be kept in secure and protected data files, and will be separate from the responses you've already provided in this survey.

If you have any questions about this study, you may contact the study's director, Jennifer Wine, at 1-800-723-8942. For questions about your rights as a participant, please contact RTI's Office of Research Protection toll-free at 1-866-214-2043.

**(IF SAMPLE MEMBER HAS ANY QUESTIONS OR WOULD LIKE ADDITIONAL INFORMATION, READ **NOLET**, WHICH WOULD INDICATE THAT THEY DID NOT RECEIVE THE INFORMATION WE SENT. OTHERWISE, CONTINUE WITH **GOTLTS** AND DO NOT READ **NOLET**.)**

**GOTLTS** (*read to all sample members who at the end of the LTR\_S script do not have any questions*):

May we begin the survey now?

(READ AS NEEDED: At your request, we can re-mail the information to you. If you have any questions about this study, you may contact the study's director, Jennifer Wine, at 800-723-8942. For questions about your rights as a study participant, please contact RTI's Office of Research Protection at 866-214-2043.)

**NOLET** (*read to all sample members who need more information*):

You are one of approximately 150,000 students who will be taking part in this study.

The risk of participating in this study is small and relates to data security. However, we have put strict security procedures in place to protect your information. Procedures include:

- Responses are collected and stored on RTI's network which complies with all applicable security and privacy regulations including using strong encryption during internet transmission (Secure Sockets Layer (SSL) protocol).
- All data entry modules are password protected and require the user to log in before accessing confidential data.
- Project staff are subject to large fines and/or imprisonment if they knowingly publish or communicate any individually identifiable information.

If you would like us to re-mail the information to you, please let me know.

May we begin the survey now?

(READ AS NEEDED: For questions about your rights as a study participant, please contact RTI's Office of Research Protection at 866-214-2043.)

## Letters

### Data Collection Announcement Letter\*

«date»

«casenamenosuffixALLCAPS»

«addr1»

«addr2»

«city», «state» «zip»

Study ID: «caseid»

Dear «fname»,

Congratulations! You have been selected to participate in the 2019-20 National Postsecondary Student Aid Study (NPSAS), an important U.S. Department of Education study that will help determine how students «**studying [major]//[fieldofstudy]** »and their families meet the cost of education beyond high school. **[We have worked closely with «PC\_name»«, [PC\_title]» at your institution to facilitate «the »««NPSASschool»'s» participation in this important research.][We have worked closely with your institution to facilitate «the »««NPSASschool»'s» participation in this important research.]** Your survey responses will represent other students enrolled at «**the »«NPSASschool»»//«your institution»** who were not selected to participate in NPSAS. Therefore, your participation is critical to the success of the study.

Here are some key pieces of information to help get you started:

- **[IF PREPAID INCENTIVE ELIGIBLE: «Enclosed, please find \$2 in appreciation of your participation in NPSAS.»]**
- The survey will take approximately «time» **minutes** to complete and can be completed on any electronic device, including your mobile device or tablet.
- To complete your survey (available in English or Spanish)
  - o Go to our secure NPSAS website at <https://surveys.nces.ed.gov/npsas/>
  - o Log in using your
    - Study ID: «caseID»
    - Password: «password»
  - o Or, use the camera on your phone to scan the QR code below:  
«QRCODE»
  - o If you have questions or problems completing your survey online, or prefer to complete the survey over the telephone, call the **NPSAS help desk at 877-677-2766** or e-mail us at [npsas@ed.gov](mailto:npsas@ed.gov).
- **[IF INCENTIVE ELIGIBLE: «After you complete the survey, you will receive \$«Inc\_amount» as a token of our appreciation, payable by «PayPal or »check.»]**
- Because your participation is important, you may receive reminders via e-mail, mail, phone, and text message.

Para solicitar materiales de contacto en español en el futuro, por favor llame al 877-677-2766 o envía un e-mail a [npsas@ed.gov](mailto:npsas@ed.gov).

Sincerely,

Tracy Hunt-White, Ph.D.  
Project Officer, NPSAS  
National Center for Education Statistics

Jennifer Wine, Ph.D  
Project Director, NPSAS  
RTI International

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NCES is authorized to conduct the 2019-20 National Postsecondary Student Aid Study by the Education Sciences Reform Act of 2002 (ESRA 2002, 20 U.S.C. §9543), and to collect students' education records from educational agencies or institutions for the purpose of evaluating federally supported education programs under the Family Educational Rights and Privacy Act (FERPA, 34 CFR §§ 99.31(a)(3)(iii) and 99.35). The data are being collected for NCES by RTI International, a U.S.-based nonprofit research organization.

All of the information you provide may be used only for statistical purposes and may not be disclosed, or used, in identifiable form, for any other purpose except as required by law (20 U.S.C. §9573 and 6 U.S.C. §151).

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this voluntary information collection is 1850-0666. The time required to complete this information collection is estimated to average approximately 30 minutes per survey response, including the time to review instructions, gather the data needed, and complete and review the information collection. If you have any comments concerning the accuracy of the time estimate, suggestions for improving this survey, or any comments or concerns regarding the status of your individual submission of this survey, please write directly to: The 2019-20 National Postsecondary Student Aid Study (NPSAS:20), National Center for Education Statistics, Potomac Center Plaza, 550 12th St., SW, Room 4007, Washington, DC 20202. OMB Clearance No: 1850-0666 Expiration Date: xx/xx/xxxx

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**Reminder Letter 1\***

«date»

«casenamenosuffixALLCAPS»

«addr1»

Study ID: «caseid»

«addr2»

«city», «state» «zip» «zip4»

Dear «fname»,

Data collection for the U.S. Department of Education’s National Postsecondary Student Aid Study (NPSAS) continues and we want to hear from «students studying **[major]//[fieldofstudy]** like »you.

The «shortened »survey – which can easily be completed on your mobile device – takes approximately «**time**» **minutes** of your time. [IF INCENTIVE ELIGIBLE: «When you complete your survey, «now »you will «still »receive \$«**inc\_amount**» as a token of our appreciation, payable by «PayPal or »check« **in addition to the \$«prepaid1»//«prepaid2» we sent in advance**».»]

Please log on to our secure website to participate:

<https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseid»

**Password:** «password»

*Note: Your password is case sensitive; you will need to enter it exactly as it appears here.*

Or use the camera on your phone to scan the QR code below to take you to the «survey»/«website»:

«QRCODE»

If you have questions, need help completing your survey online, or prefer to complete the survey over the phone, simply call the **NPSAS Help Desk** at **877-677-2766** or e-mail us at [npsas@ed.gov](mailto:npsas@ed.gov).

Thank you, in advance, for your participation.

Para solicitar materiales de contacto en español en el futuro, por favor llame al 877-677-2766 o envía un e-mail a [npsas@ed.gov](mailto:npsas@ed.gov).

Tracy Hunt-White, Ph.D.  
Project Officer, NPSAS  
National Center for Education Statistics  
[Tracy.Hunt-White@ed.gov](mailto:Tracy.Hunt-White@ed.gov) | 202-245-6507

Jennifer Wine, Ph.D.  
Project Director, NPSAS  
RTI International  
[jennifer@rti.org](mailto:jennifer@rti.org) | 877-225-8470

«panelinfo»/«controlID»

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NCES is authorized to conduct the 2019-20 National Postsecondary Student Aid Study by the Education Sciences Reform Act of 2002 (ESRA 2002, 20 U.S.C. §9543), and to collect students' education records from educational agencies or institutions for the purpose of evaluating federally supported education programs under the Family Educational Rights and Privacy Act (FERPA, 34 CFR §§ 99.31(a)(3)(iii) and 99.35). The data are being collected for NCES by RTI International, a U.S.-based nonprofit research organization.

All of the information you provide may be used only for statistical purposes and may not be disclosed, or used, in identifiable form, for any other purpose except as required by law (20 U.S.C. §9573 and 6 U.S.C. §151).

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**Reminder Letter 2\***

«date»

«casenamenosuffixALLCAPS»

«addr1»

«addr2»

«city», «state» «zip» «zip4»

Study ID: «caseid»

Dear «fname»,

Data from the U.S. Department of Education’s National Postsecondary Student Aid Study (NPSAS) helps policymakers, researchers, and educators better understand the issues that impact the lives of students who participate in education beyond high school. Hearing from «students studying [**major**]/[**fieldofstudy**] like »you is very important.

[IF ABBREVIATED OR NRFU: Since you’re likely short on time, we can now offer you a shortened NPSAS survey, which «only »takes about «**time**» **minutes** to complete.»]

[IF FULL: Your experiences are unique, and no one can replace you in this «**time**»-**minute** survey.»]

[IF INCENTIVE ELIGIBLE: «Once you complete your survey, «now »you will «still »receive \$«inc\_amount» for participating, payable by «PayPal or »check« in addition to the \$«prepaid1»//«prepaid2» we sent in advance»!«]

Complete your survey today by logging on:

<https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseid»

**Password:** «password»

*Note: Your password is case sensitive; you will need to enter it exactly as it appears here.*

Or use the camera on your phone to scan the QR code below to take you to the «survey»/«website»:

«QRCODE»

If you have questions, need help completing your survey online, or prefer to complete the survey over the telephone, simply call the **NPSAS Help Desk** at **877-677-2766** or e-mail us at [npsas@ed.gov](mailto:npsas@ed.gov).

Thank you, in advance, for your participation.

Para solicitar materiales de contacto en español en el futuro, por favor llame al 877-677-2766 o envia un e-mail a [npsas@ed.gov](mailto:npsas@ed.gov).

Tracy Hunt-White, Ph.D.  
Project Officer, NPSAS  
National Center for Education Statistics  
[Tracy.Hunt-White@ed.gov](mailto:Tracy.Hunt-White@ed.gov) | 202-245-6507

Jennifer Wine, Ph.D.  
Project Director, NPSAS  
RTI International  
[jennifer@rti.org](mailto:jennifer@rti.org) | 877-225-8470

«panelinfo»/«controlID»

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All of the information you provide may be used only for statistical purposes and may not be disclosed, or used, in identifiable form, for any other purpose except as required by law (20 U.S.C. §9573 and 6 U.S.C. §151).

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### Reminder Letter 3

«date»

«casenamenosuffixALLCAPS»

«addr1»

«addr2»

«city», «state» «zip» «zip4»

Study ID: «caseid»

Dear «fname»,

NPSAS is an important national education study that helps inform future education policy. Your response to this survey can impact the lives of students like you in the future! When you participate in the U.S. Department of Education's National Postsecondary Student Aid Study (NPSAS) you will represent **«the »«NPSASschool »students who were not selected to participate.**

[IF INCENTIVE ELIGIBLE: «Now you'll»/«You'll» «still» receive **\$«Inc\_amount», payable by «PayPal or »check** for your participation**« in addition to the \$«prepaid1»//«prepaid2» we sent in advance»!**»

To complete your **«shortened »«time»-minute** survey:

- Log on to our secure website: <https://surveys.nces.ed.gov/npsas/>  
**Study ID:** «caseid»  
**Password:** «password»  
*Note: Your password is case sensitive; you will need to enter it exactly as it appears here.*
- Or use the camera on your phone to scan the QR code below to take you to the «survey»/«website»:

«QRCODE»

- <<Call us at 877-677-2766 to complete your survey over the phone.>>

If you have any questions or would like more information, please call us at **877-677-2766** or e-mail us at [npsas@ed.gov](mailto:npsas@ed.gov).

Para solicitar materiales de contacto en español en el futuro, por favor llame al 877-677-2766 o envía un e-mail a [npsas@ed.gov](mailto:npsas@ed.gov).

Sincerely,

Tracy Hunt-White, Ph.D.  
Project Officer, NPSAS  
National Center for Education Statistics  
[Tracy.Hunt-White@ed.gov](mailto:Tracy.Hunt-White@ed.gov) | 202-245-6507

Jennifer Wine, Ph.D.  
Project Director, NPSAS  
RTI International  
[jennifer@rti.org](mailto:jennifer@rti.org) | 877-225-8470

«panelinfo»/«controlID»

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NCES is authorized to conduct the 2019-20 National Postsecondary Student Aid Study by the Education Sciences Reform Act of 2002 (ESRA 2002, 20 U.S.C. §9543), and to collect students' education records from educational agencies or institutions for the purpose of evaluating federally supported education programs under the Family Educational Rights and Privacy Act (FERPA, 34 CFR §§ 99.31(a)(3)(iii) and 99.35). The data are being collected for NCES by RTI International, a U.S.-based nonprofit research organization.

All of the information you provide may be used only for statistical purposes and may not be disclosed, or used, in identifiable form, for any other purpose except as required by law (20 U.S.C. §9573 and 6 U.S.C. §151).

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## Reminder Letter 4

«date»

««casenamenosuffixALLCAPS»

«addr1»

Study ID: «caseid»

«addr2»

«city», «state» «zip» «zip4»

Dear «fname»,

The National Postsecondary Student Aid Study (NPSAS) provides researchers, policymakers, and educators with important data. Notably, data obtained during NPSAS are reported in summary form only and help interested parties better understand how students pay for education beyond high school. [INSERT MERGE FIELD FROM TABLE - INTERESTING FACTS LETTER, PAGE E-143]

When you participate in NPSAS you are representing «**the** »«**[NPSASschool]** and »thousands of other students. Help us make this study a success and inform future education policy!

[IF INCENTIVE ELIGIBLE AND MONETARY: «Now you'll»/«You'll» «still» receive **\$«Inc\_amount», payable by «PayPal or »check** for your participation« **in addition to the \$«prepaid1»//«prepaid2» we sent in advance»!**»

Completing your «shortened» «**time**»-**minute** survey is easy. You can:

- Complete online:
  - o Go to our secure website: <https://surveys.nces.ed.gov/npsas/>
  - o Enter your Study ID: «caseid»
  - o Password: «password»  
*Note: Your password is case sensitive; you will need to enter it exactly as it appears here.*
- Or use the camera on your phone to scan the QR code below to take you to the «survey»/«website»:  

«QR CODE»
- <<Call us at 877-677-2766 to complete your survey over the phone.>>

If you have any questions or would like more information, please call us at **877-677-2766** or e-mail us at [npsas@ed.gov](mailto:npsas@ed.gov).

Para solicitar materiales de contacto en español en el futuro, por favor llame al 877-677-2766 o envía un e-mail a [npsas@ed.gov](mailto:npsas@ed.gov).

Sincerely,

Tracy Hunt-White, Ph.D.  
Project Officer, NPSAS  
National Center for Education Statistics  
[Tracy.Hunt-White@ed.gov](mailto:Tracy.Hunt-White@ed.gov) | 202-245-6507

Jennifer Wine, Ph.D.  
Project Director, NPSAS  
RTI International  
[jennifer@rti.org](mailto:jennifer@rti.org) | 877-225-8470

«panelinfo»/«controlID»

[INSERT SOURCE CITATION FOR FACT SELECTED ON INTERESTING FACTS TABLE, PAGE E-143]

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All of the information you provide may be used only for statistical purposes and may not be disclosed, or used, in identifiable form, for any other purpose except as required by law (20 U.S.C. §9573 and 6 U.S.C. §151).

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## Reminder Letter 5

«date»

«fname» «mname» «lname» «suffix»

«addr1»

«addr2»

«city», «state» «zip» «zip4»

Study ID: «caseid»

Dear «fname»,

The U.S. Department of Education's National Postsecondary Student Aid Study (NPSAS) «only »takes about **«time» minutes**. [IF INCENTIVE ELIGIBLE: **«Now we're»/«We're» «still» offering \$«inc\_amount» for your participation« in addition to the \$«prepaid1»//«prepaid2» we sent in advance».**»]

You are being asked to participate in NPSAS because you were enrolled in postsecondary education at **«the »«NPSASschool»»//«your institution»** during the 2019-2020 academic year. [**We have worked closely with «PC\_name»«, [PC\_title]» at your institution to facilitate «the »««NPSASschool»'s» participation in this important research.**][**We have worked closely with your school to facilitate «the »««NPSASschool»'s» participation in this important research.**] The data you provide, combined with that of other students, will help educators, researchers, and policymakers at the local, state, and national levels better understand how students and their families pay for postsecondary education, enrollment patterns, education goals, and the differing backgrounds and experiences of students who pursue education after high school.

### To complete your survey:

- Log on to our website at <https://surveys.nces.ed.gov/npsas/> using the credentials provided below.

**Study ID:** «caseid»

**Password:** «password»

*Note: Your password is case sensitive; you will need to enter it exactly as it appears here.*

- Or use the camera on your phone to scan the QR code below to take you to the «survey»/«website»:

«QRCODE»

You can also e-mail us at [npsas@ed.gov](mailto:npsas@ed.gov) or call **877-677-2766** to get more information about NPSAS or to complete your survey by phone.

Para solicitar materiales de contacto en español en el futuro, por favor llame al 877-677-2766 o envía un e-mail a [npsas@ed.gov](mailto:npsas@ed.gov).

Sincerely,

Tracy Hunt-White, Ph.D.  
Project Officer, NPSAS  
National Center for Education Statistics  
[Tracy.Hunt-White@ed.gov](mailto:Tracy.Hunt-White@ed.gov) | 202-245-6507

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«panelinfo»/«controlID»

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All of the information you provide may be used only for statistical purposes and may not be disclosed, or used, in identifiable form, for any other purpose except as required by law (20 U.S.C. §9573 and 6 U.S.C. §151).

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**Nonresponse Follow-up 5-Minute Survey Letter\***

«date»

«casenamenosuffixALLCAPS»

«addr1»

«addr2»

«city», «state» «zip» «zip4»

Study ID: «caseid»

Dear «fname»,

Participating in NPSAS is easier than ever! **The survey now only takes about 5 minutes of your time.** [IF INCENTIVE ELIGIBLE: «As a thank you for participating, «now »you'll «still »receive \$«inc\_amount» payable by «PayPal or »check« in addition to the \$«prepaid1»//«prepaid2» we sent in advance».»] Enclosed in this mailing is a sample version of the questions you will be asked so you can see how short and easy it is to complete.

You can complete your survey by:

- Logging on to our secure website at <https://surveys.nces.ed.gov/npsas/> using the credentials provided below. *(Your password is case sensitive; you will need to enter it exactly as it appears here.)*

**Study ID:** «caseid»

**Password:** «password»

- Or use the camera on your phone to scan the QR code below to take you to the «survey»/«website»:

«QRCODE»

You were selected to represent many other students at ««the » «NPSASschool»»//«your institution». No one can replace you, so we hope you will participate in the study, especially now that your survey takes only 5 minutes!

If you have questions, need help completing your survey online, or prefer to complete the survey over the telephone, simply call the **NPSAS Help Desk** at **877-677-2766** or e-mail us at [npsas@ed.gov](mailto:npsas@ed.gov).

Thank you in advance for helping to inform future education policy.

Para solicitar materiales de contacto en español en el futuro, por favor llame al 877-677-2766 o envía un e-mail a [npsas@ed.gov](mailto:npsas@ed.gov).

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All of the information you provide may be used only for statistical purposes and may not be disclosed, or used, in identifiable form, for any other purpose except as required by law (20 U.S.C. §9573 and 6 U.S.C. §151).

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## Nonresponse Follow-up 5-Minute Survey Letter – Reminder

«date»

«casenamenosuffixALLCAPS»

«addr1»

Study ID: «caseid»

«addr2»

«city», «state» «zip» «zip4»

Dear «fname»,

About «weeks» weeks ago, we sent you a request asking that you share your experiences by **answering just a few easy questions**. We have not yet received your responses. NPSAS will only take **5 minutes** of your time [IF INCENTIVE ELIGIBLE: «and «now »**you'll «still »receive \$«inc\_amount», payable by «PayPal or »check** as a thank you« **in addition to the \$«prepaid1»//«prepaid2» we sent in advance»»].**

To complete your survey:

- Go online: <https://surveys.nces.ed.gov/npsas/>
- Enter your Study ID: «caseid»
- Enter your password: «password» (*password is case sensitive*)

You can also use the camera on your phone to scan the QR code below to take you to your survey:

«QRCODE»

We hope that you will participate in this important study! If you have any questions please call us at 877-677-2766, or e-mail us at [npsas@ed.gov](mailto:npsas@ed.gov). Thank you so much for your help in making NPSAS a success.

Para solicitar materiales de contacto en español en el futuro, por favor llame al 877-677-2766 o envía un e-mail a [npsas@ed.gov](mailto:npsas@ed.gov).

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## Abbreviated Survey Invitation Letter\*

«date»

«casenamenosuffixALLCAPS»

«addr1»

Study ID: «caseid»

«addr2»

«city», «state» «zip» «zip4»

Dear «fname»,

**The NPSAS survey now takes only «time» minutes** [IF INCENTIVE ELIGIBLE: «and upon completion, «now »you will «still »receive a \$«Inc\_amount» token of our appreciation, payable by «PayPal or »check« in addition to the \$«prepaid1»//«prepaid2» we sent in advance»].

Please go online today to complete the shortened survey.

<https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseid»

**Password:** «password»

*Note: Your password is case sensitive; you will need to enter it exactly as it appears here.*

Or use the camera on your phone to scan the QR code below to take you to the «survey»/«website»:

«QRCODE»

Your experiences «studying [major]//[fieldofstudy]» at ««the »«NPSASschool»»//«your institution» are unique, and if you choose not to participate in NPSAS, no one can replace you.

If you have questions, need help completing your survey online, or prefer to complete it over the phone, simply call the **NPSAS Help Desk** at **877-677-2766** or e-mail us at [npsas@ed.gov](mailto:npsas@ed.gov).

Thank you, in advance, for your participation.

Para solicitar materiales de contacto en español en el futuro, por favor llame al 877-677-2766 o envía un e-mail a [npsas@ed.gov](mailto:npsas@ed.gov).

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All of the information you provide may be used only for statistical purposes and may not be

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disclosed, or used, in identifiable form, for any other purpose except as required by law (20 U.S.C. §9573 and 6 U.S.C. §151).

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**Incentive Change Letter (Group 2, Phase 2)\***

«date»

«fname» «mname» «lname» «suffix»

«addr1»

«addr2»

«city», «state» «zip» «zip4»

Study ID: «caseid»

Dear «fname»,

Since your participation in NPSAS is very important, you have been selected to **receive an additional \$«Boost\_Inc»** for completing your NPSAS survey—that’s a **total of \$«inc\_amount»!** Complete your «shortened» «**time»-minute** survey today and receive your additional \$«Boost\_Inc».

To complete your survey today, go to the NPSAS website and log on using your study ID and password below:

<https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseid»

**Password:** «password»

*Note: Your password is case sensitive; you will need to enter it exactly as it appears here.*

Or use the camera on your phone to scan the QR code below to take you to the «survey»/«website»:

«QRCODE»

If you have questions, need help completing your survey online, or prefer to complete the survey over the telephone, simply call the **NPSAS Help Desk** at **877-677-2766** or e-mail us at [npsas@ed.gov](mailto:npsas@ed.gov).

Thank you, in advance, for your participation.

Para solicitar materiales de contacto en español en el futuro, por favor llame al 877-677-2766 o envía un e-mail a [npsas@ed.gov](mailto:npsas@ed.gov).

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«panelinfo»/«controlID»

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**Additional Prepaid Incentive Letter (Group 1, Phase 2)\***

«date»

«fname» «mname» «lname» «suffix»

«addr1»

Study ID: «caseid»

«addr2»

«city», «state» «zip» «zip4»

Dear «fname»,

**[IF PayPal PREPAID:** «Because your participation in NPSAS is very important, **we sent \$«prepaid2» via PayPal «to [e-mailaddress] »as a thank you for your participation in NPSAS. If you would prefer to receive the \$«prepaid2» via check, please contact us at [npsas@rti.org](mailto:npsas@rti.org) or 800-723-8942.»] »] **[IF CASH PREPAID:** «Because your participation in NPSAS is very important, **we are including \$«prepaid2» in this letter as a thank you for your participation in NPSAS.»]****

[IF INCENTIVE ELIGIBLE: «Once you complete your survey, you will **receive \$«inc\_amount» for participating**, payable by «PayPal or »check« **in addition to the \$«prepaid2» we sent in advance!»]**

To complete your survey today, go to the NPSAS website and log on using your study ID and password below:

<https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseid»

**Password:** «password»

*Note: Your password is case sensitive; you will need to enter it exactly as it appears here.*

Or use the camera on your phone to scan the QR code below to take you to the «survey»/«website»:

«QRCODE»

If you have questions, need help completing your survey online, or prefer to complete the survey over the telephone, simply call the **NPSAS Help Desk** at **877-677-2766** or e-mail us at [npsas@ed.gov](mailto:npsas@ed.gov).

Thank you, in advance, for your participation.

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**Thank You Letter – sent with check\***

«date»

«casenamenosuffixALLCAPS»

«addr1»

«addr2»

«city», «state» «zip» «zip4»

Study ID: «caseid»

Dear «fname»:

On behalf of the U.S. Department of Education and the staff of the National Postsecondary Student Aid Study (NPSAS), we would like to thank you. Your participation in NPSAS will help shape federal aid policy for future students.

Enclosed you will find a check for **\$«inc\_amount»** as a token of our appreciation. If you have questions, please do not hesitate to call the **NPSAS Help Desk at 877-677-2766 or e-mail us at [npsas@ed.gov](mailto:npsas@ed.gov)**.

Thank you for helping us better understand the experiences of postsecondary students!

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## As Needed Letters

### Initial Contact Letter (If time allows)

«date»

«casenamemosuffixALLCAPS»

«addr1»

Study ID: «caseid»

«addr2»

«city», «state» «zip» «zip4»

Dear «fname» «lname»,

We need your help! You have been selected to represent «**the**» «**NPSASschool**»//«your institution» in the 2019-20 National Postsecondary Student Aid Study (NPSAS), conducted by the National Center for Education Statistics (NCES) in the U.S. Department of Education's Institute of Education Sciences. Data collected from NPSAS will help researchers and policymakers better understand how **students and their families meet the cost of education beyond high school**. The data you share can have a large impact on future education policy in the U.S.

Your NPSAS survey will be available« soon»/« on »«AvailableDateFill». At that time, you will receive a large, white envelope with a letter enclosed that will provide specific information about how to participate in the «**time**»-minute survey. [IF INCENTIVE ELIGIBLE: «As a token of our appreciation, you will receive \$«**Inc\_amount**» when you complete it.»] For more information please check out the study website: <https://surveys.nces.ed.gov/npsas/>.

Before NPSAS data collection begins, we need to have the most up-to-date contact information for you «and would like to find out about your contacting preferences with respect to phone calls, mailings, e-mails, and texts». **Please take 5 minutes to update your contact information «and select your preferred modes of contact »by visiting our secure website and using the following login credentials:**

**<https://surveys.nces.ed.gov/npsas/update-contact.aspx>**

**Study ID: «caseID»**

Or use the camera on your phone to scan the QR code below to take you to the «survey»/«website»:

«QRCODE»

NCES has contracted with RTI International, a U.S.-based nonprofit research organization, to collect data for NPSAS on its behalf. Please review the enclosed brochure for a brief description of NPSAS, findings from past studies, and a summary of our confidentiality procedures. If you **need to update your contact information before the start of your survey** or have additional questions or concerns about the study after reviewing this material, please contact the RTI study director, Dr. Jennifer Wine, by phone at 877-225-8470 or by e-mail at [npsas@ed.gov](mailto:npsas@ed.gov).

NCES is required to follow strict procedures to protect personal information in the collection, reporting, and publication of data. All of the information provided by individuals or institutions, including individually identifying information, may be used only for statistical purposes and may not be disclosed, or used, in identifiable form, for any other purpose except as required by law (20 U.S.C. § 9573 and 6 U.S.C. §151).

We thank you in advance for your participation in this important study.

Para solicitar materiales de contacto en español en el futuro, por favor llame al 877-677-2766 o envía un e-mail a [npsas@ed.gov](mailto:npsas@ed.gov).

Sincerely,

James L. Woodworth, Ph.D.  
Commissioner, National Center for Education Statistics  
Institute of Education Sciences  
U.S. Department of Education

«panelinfo»/«controlID»

---

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## Infographics Mailing

«date»

«casenamenosuffixALLCAPS»

«addr1»

«addr2»

«city», «state» «zip» «zip4»

Study ID: «caseid»

Dear «fname»,

Your participation as «a »/«an »«studenttype »student at ««**the** »«**NPSASschool** »»//«your institution» is important to make sure that the National Postsecondary Student Aid Study is representative of all types of students. No one can replace you in this study. **To learn more about the information we've gained from prior NPSAS surveys, please see the included infographic.** Data from NPSAS are used by policymakers and other decision makers when crafting policy related to postsecondary education, including student loan programs.

[IF INCENTIVE ELIGIBLE: «When you complete the survey, «**now**» **you'll** «**still**» **receive \$«Inc\_amount»,** payable by «PayPal or» check« **in addition to the \$«prepaid1»//«prepaid2» we sent in advance!»]**]

To complete the «**shortened** »«**time**»-**minute** survey:

- Go online to our secure website at <https://surveys.nces.ed.gov/npsas/> using your Study ID and password:

**Study ID:** «caseid»

**Password:** «password»

*Note: Your password is case sensitive; you will need to enter it exactly as it appears here.*

- Or use the camera on your phone to scan the QR code below to take you to the «survey»/«website»:

«QRCODE»

- <<Call us at 877-677-2766 to complete your survey over the phone.>>

If you have any questions or would like more information, please call us at **877-677-2766** or e-mail us at [npsas@ed.gov](mailto:npsas@ed.gov).

Para solicitar materiales de contacto en español en el futuro, por favor llame al 877-677-2766 o envía un e-mail a [npsas@ed.gov](mailto:npsas@ed.gov).

Sincerely,

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## Institution Support Letter

«date»

«casenamenosuffixALLCAPS»

«addr1»

«addr2»

«city», «state» «zip» «zip4»

Study ID: «caseid»

Dear «fname»,

We need your help to make the 2019-20 National Postsecondary Student Aid Study a success! **[We have worked closely with «PC\_name»«, [PC\_title]] at your institution to facilitate «the »««NPSASschool»'s» participation in this important research]**//**[We have worked closely with your institution to facilitate «the »««NPSASschool»'s» participation in this important research.]** No one can replace you, and your participation helps ensure that researchers and policymakers have accurate information about how students finance postsecondary education.

[IF INCENTIVE ELIGIBLE: «Now you'll»/«You'll» «still» receive **\$«Inc\_amount», payable by «PayPal or »check for your participation« in addition to the \$«prepaid1»//«prepaid2» we sent in advance»!**]

The survey is easy to complete! Just log in to our secure website at <https://surveys.nces.ed.gov/npsas/> and take your **«shortened »«time»-minute** survey by using the credentials below.

**Study ID:** «caseid»

**Password:** «password» (*Note: Your password is case sensitive.*)

Or use the camera on your phone to scan the QR code below to take you directly to the «survey»/«website»:

«QRCODE»

Alternatively, feel free to call **877-677-2766** to get more information about NPSAS or to complete your survey by phone.

Para solicitar materiales de contacto en español en el futuro, por favor llame al 877-677-2766 o envía un e-mail a [npsas@ed.gov](mailto:npsas@ed.gov).

Sincerely,

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Project Officer, NPSAS  
National Center for Education Statistics  
[Tracy.Hunt-White@ed.gov](mailto:Tracy.Hunt-White@ed.gov) | 202-245-6507

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«panelinfo»/«controlID»

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NCES is authorized to conduct the 2019-20 National Postsecondary Student Aid Study by the Education Sciences Reform Act of 2002 (ESRA 2002, 20 U.S.C. §9543), and to collect students' education records from educational agencies or institutions for the purpose of evaluating federally supported education programs under the Family Educational Rights and Privacy Act (FERPA, 34 CFR §§ 99.31(a)(3)(iii) and 99.35). The data are being collected for NCES by RTI International, a U.S.-based nonprofit research organization.

All of the information you provide may be used only for statistical purposes and may not be disclosed, or used, in identifiable form, for any other purpose except as required by law (20 U.S.C. §9573 and 6 U.S.C. §151).

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## E-mails

### Data Collection Announcement E-mail\*

**SUBJECT:** U.S. Department of Education's National Postsecondary Student Aid Study (NPSAS)



U.S. DEPARTMENT OF EDUCATION  
INSTITUTE OF EDUCATION SCIENCES

NATIONAL CENTER FOR EDUCATION STATISTICS

Congratulations, «fname»! You have been selected to participate in the 2019-20 National Postsecondary Student Aid Study (NPSAS), an important study that will help determine how students «**studying [major]//[fieldofstudy]**» and their families are meeting the costs of education beyond high school. **[We have worked closely with [«PC\_name»/professional staff] at your institution to facilitate «the »««NPSASschool»'s» participation in this important research.]//[We have worked closely with your institution to facilitate «the »««NPSASschool»'s» participation in this important research.]** You were selected to represent many other students at «**the »«NPSASschool»//«your institution»** who were not selected to participate. Therefore, your participation is critical to the success of the study.

Here are some key pieces of information to help get you started:

- Your survey will take about «**time» minutes** to complete.
- To automatically start the survey (available in English or Spanish), click the button below:



If you wish to go to our study website, you can log in with your Study ID and password below.

<https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseid»

**Password:** «password» (*password is case sensitive*)

- **[IF PREPAID INCENTIVE ELIGIBLE AND UNSURE OF ADDRESS: «We sent you \$2 via PayPal «to [e-mailaddress] »in appreciation for your participation in NPSAS.»]** **[IF PREPAID INCENTIVE ELIGIBLE AND GOOD ADDRESS: «We are sending you \$2 via mail in appreciation for your participation in NPSAS. Remember to look out for a large white envelope from the National Center for Education Statistics.»]** **[IF INCENTIVE ELIGIBLE: «Complete the survey to receive \$«Inc\_amount» via «PayPal or »check as a thank you for your participation»].** Your participation in this study will not affect any aid or other benefits you receive.
- Because your participation is important, you may receive reminders via e-mail, mail, phone, and text message.

If you have questions about the study or prefer to complete your survey over the phone, please call the NPSAS Help Desk at **877-677-2766** or e-mail us at

[npsas@ed.gov](mailto:npsas@ed.gov). You can also learn more by visiting the study website at <https://surveys.nces.ed.gov/npsas/>.

We hope you enjoy the opportunity to share your experiences and help inform policy decisions.

Many thanks,

Tracy Hunt-White, Ph.D.  
Project Officer, NPSAS  
National Center for Education Statistics  
[Tracy.Hunt-White@ed.gov](mailto:Tracy.Hunt-White@ed.gov) | 202-245-6507

Jennifer Wine, Ph.D.  
Project Director, NPSAS  
RTI International  
[jennifer@rti.org](mailto:jennifer@rti.org) | 877-225-8470

The National Center for Education Statistics (NCES) is authorized to conduct the 2019-20 National Postsecondary Student Aid Study by the Education Sciences Reform Act of 2002 (ESRA 2002, 20 U.S.C. §9543), and to collect students' education records from educational agencies or institutions for the purpose of evaluating federally supported education programs under the Family Educational Rights and Privacy Act (FERPA, 34 CFR §§ 99.31(a)(3)(iii) and 99.35). The data are being collected for NCES by RTI International, a U.S.-based nonprofit research organization. All of the information you provide may be used only for statistical purposes and may not be disclosed, or used, in identifiable form, for any other purpose except as required by law (20 U.S.C. §9573 and 6 U.S.C. §151).

«[emailID](#)»

Haga [clic aquí](#) para solicitar materiales de contacto en español.



**Reminder E-mail 1\***

**SUBJECT:** The NPSAS Survey Needs You!

«fname», we need **you** for NPSAS to be a success.

Recently, we sent you an invitation to take part in the 2019-20 National Postsecondary Student Aid Study (NPSAS) [IF PREPAID:«along with \$«prepaid1»//«prepaid2»« via PayPal»//« via mail»». You have been selected to represent other «studenttype »students at ««the »«**NPSASschool**»»//«your institution». Your participation is critical to the success of the study. Complete your NPSAS survey today and help inform policy related to postsecondary education issues such as student loans.

Your «shortened »survey will «only »take about «**time**» **minutes** to complete [IF INCENTIVE ELIGIBLE: «and you will «still »receive \$«inc\_amount» via «PayPal or »**check as a thank you for your participation**»].

It's easy to complete today!



Or go to <https://surveys.nces.ed.gov/npsas/> and log in:

**Study ID:** «caseID»

**Password:** «password»

You can also complete your survey over the phone by calling

**877-677-2766.**

***It's okay if you don't have time to complete the entire survey right now*** - you can start your survey now and finish it later. You'll be able to pick up right where you left off.

If you have other questions, please contact the **NPSAS Help Desk at 877-677-2766** or e-mail us at [npsas@ed.gov](mailto:npsas@ed.gov).

[INSERT MERGE FIELD FROM TABLE - SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>  
«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

## Reminder E-mail 2

**SUBJECT:** Important U.S. Department of Education Study: NPSAS

Dear «fname»,

Congratulations on being selected to participate in the 2019-20 National Postsecondary Student Aid Study (NPSAS)! NPSAS is an important U.S. Department of Education study that will help researchers and policymakers better understand the experiences of students enrolled in education after high school.

**We still need your participation** «as a student studying [major]//[fieldofstudy]» to make the study a success! **Here are some important details:**

- The «shortened »survey will take approximately «time» **minutes** to complete. By participating, you will contribute to important research [IF INCENTIVE ELIGIBLE: «, and once you've completed your survey, you'll «still »receive
- **\$«inc\_amount», payable by «PayPal or »check»].** [IF PREPAID: «We also sent you \$«prepaid1»//«prepaid2»« via PayPal»//« via mail» because your participation is crucial to the success of the study.»]



Or visit the NPSAS website and log in:  
<https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseID»  
**Password:** «password»

**Still have questions?** Visit the website listed above, e-mail us at [npsas@ed.gov](mailto:npsas@ed.gov), or call the NPSAS Help Desk at 877-677-2766.

Thanks in advance for your participation.

[INSERT MERGE FIELD FROM TABLE - SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>  
«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

### Reminder E-mail 3

**SUBJECT:** Represent «the »«NPSASschool»»//«Your Institution» by Participating in NPSAS

Hi, «fname»,

We noticed that you haven't yet participated in the 2019-20 National Postsecondary Student Aid Study (NPSAS). Your experiences «studying [major]//[fieldofstudy] »at «the »«NPSASschool»»//«your institution» are unique, and no one can replace you.

We understand that you may have questions or concerns about NPSAS—and we're here to help! Here are the answers to some of the most frequently asked questions about NPSAS.

#### ***How can I participate in NPSAS?***

It's easy! The survey can even be completed **on any electronic device, including a mobile device or tablet.**



Or go to <https://surveys.nces.ed.gov/npsas/> and log in:

**Study ID:** «caseid»

**Password:** «password»

You can also complete your survey over the phone at 877-677-2766.

#### ***How long does the NPSAS survey take?***

NPSAS is «now» a «time»-minute survey[IF INCENTIVE ELIGIBLE: «, and «now »you will «still »receive \$«inc\_amount» via «PayPal or »check as a thank you for your participation« in addition to the \$«prepaid1»//«prepaid2» we sent in advance« via PayPal»//« via mail»»].

#### ***[IF STUDENT TYPE GRADUATE OR PROFESSIONAL]: «I'm enrolled in« graduate school.»/« professional school.» Can I participate in NPSAS?***

Yes. NPSAS includes students enrolled in all levels of postsecondary education, including graduate and professional schools. Your participation is important to making sure that the NPSAS results represent all types of students.

#### ***What if I don't have time to complete the entire survey right now?***

No problem! You can start your survey now and finish it later—you'll pick up right where you left off.

If you have other questions, please contact the NPSAS Help Desk at 877-677-2766 or e-mail us at [npsas@ed.gov](mailto:npsas@ed.gov). Thank you in advance for making NPSAS a success.

[INSERT MERGE FIELD FROM TABLE – SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

Learn more about our confidentiality procedures at  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«emailID»

Haga [clic aquí](#) para solicitar materiales de contacto en español.

#### Reminder E-mail 4

**SUBJECT:** NPSAS Data Collection Continues!

**NPSAS won't be a success without you, «fname»!**

Data collection for the U.S. Department of Education's National Postsecondary Student Aid Study (NPSAS) continues, and we are interested in hearing from «students studying **[major]//[fieldofstudy]** like »you. [INSERT MERGE FIELD FROM TABLE - INTERESTING FACTS, PAGE E-145].

The «shortened »survey-which can easily be completed on your mobile device-«only »takes approximately «**time**» **minutes** of your time. [IF INCENTIVE ELIGIBLE: «When you complete your survey, «now »you will «**still** »**receive \$«inc\_amount**» as a token of our appreciation, payable by «PayPal or »check« **in addition to the \$«prepaid1»//«prepaid2» we sent in advance**« via PayPal»//« via mail»».»]



Or visit <https://surveys.nces.ed.gov/npsas/>

Log in using your secure credentials:

**Study ID:** «caseid»

**Password:** «password»

Need help accessing the online survey? Prefer to complete your survey by telephone? Please call our Help Desk at **877-677-2766**.

Thank you in advance for your participation in this very important study.

Sincerely,

[INSERT MERGE FIELD FROM TABLE - SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

[INSERT SOURCE CITATION FOR FACT SELECTED ON INTERESTING FACTS TABLE, PAGE E-145]

## Reminder E-mail 5

**SUBJECT (IF INCENTIVE ELIGIBLE):** Make a difference, and make some money—take a U.S. Department of Education Survey

**ALTERNATE SUBJECT (IF NOT INCENTIVE ELIGIBLE):** Make a difference for «the »«NPSASschool»»//«your institution» - take a U.S. Department of Education Survey

[IF INCENTIVE ELIGIBLE: «fname», your \$«**inc\_amount**» for completing the NPSAS survey awaits!«] // [IF NO INCENTIVE: «fname», your participation in NPSAS is critical!«] It «only »takes about «**time**» **minutes** [IF INCENTIVE ELIGIBLE: «, and once you've completed your survey, «**now** »**you'll** «**still** »**receive \$«inc\_amount**», **payable by «PayPal or »check« in addition to the \$«prepaid1»//«prepaid2» we sent in advance**« via PayPal»//« via mail»»«].



Or go to <https://surveys.nces.ed.gov/npsas/> and log in using:

**Study ID:** «caseid»

**Password:** «password»

You can also complete your survey by phone with one of our trained interviewers by calling **877-677-2766**. Please consider taking the National Postsecondary Student Aid Study (NPSAS) survey for the U.S. Department of Education. We are interested in hearing from «[students studying **[major]**//**[fieldofstudy]** like »you. Find more information on the study website at <https://surveys.nces.ed.gov/npsas/>.

Thanks,

[INSERT MERGE FIELD FROM TABLE – SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>  
«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

## Reminder E-mail 6

**SUBJECT:** NPSAS needs «XXX-rounded» more participants to reach our goal. Will you be one of them?

**ALTERNATE SUBJECT:** Don't Forget About Your NPSAS Survey, «fname»

Hi, «fname»,

You are an important member of our study. Because we cannot survey everyone enrolled in 2019-20, you represent thousands of other students «**studying [major]//[fieldofstudy]**» just like you from across the country. We are counting on you!

Please complete the «**shortened** »«**time**»-**minute** NPSAS survey [IF INCENTIVE ELIGIBLE: «and «now »we will «still »send you \$«**inc\_amount**» as a thank you for your time« **in addition to the \$«prepaid1»//«prepaid2» we sent in advance**« via PayPal»//« via mail»»»].



Or, log onto our site at <https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseid»

**Password:** «password»

You can call the **NPSAS Help Desk at 877-677-2766** or **reply to this e-mail** if you have any questions or problems completing your survey or if you would like to participate over the telephone.

Thank you,

[INSERT MERGE FIELD FROM TABLE - SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«[emailID](#)»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

## Reminder E-mail 7

**SUBJECT:** «Fname», Don't Delay - Participate in NPSAS Today

«Fname», we've been contacting you and other «studenttype »students about participating in NPSAS!

NPSAS is an important U.S. Department of Education study that will help policymakers better understand the experiences of students enrolled in education after high school. Your response to this survey can impact the lives of students like yourself in the future!

We understand there are many demands on your time, but we need your help to make sure the study represents all students. Your survey **«only »takes «time» minutes to complete** [IF INCENTIVE ELIGIBLE: «, and **«now »we will «still »send you \$«inc\_amount» for doing it« in addition to the \$«prepaid1»//«prepaid2» we sent in advance« via PayPal»//« via mail»»»].**



You can also log on to our secure website at <https://surveys.nces.ed.gov/npsas/> using your study credentials:

**Study ID:** «caseid»

**Password:** «password»

Call **877-677-2766** to get more information about NPSAS or to complete your survey by phone.

We hope you will participate and help us better understand the experiences of postsecondary students.

Thank you!

[INSERT MERGE FIELD FROM TABLE - SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>  
«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

**Reminder E-mail 8\***

**SUBJECT:** Take Part in Important Education Research When You Participate in NPSAS

Hi, «fname»,

NPSAS data are used by policymakers to inform policy decisions about postsecondary education issues such as student loans. Your participation in NPSAS is critical to the success of the study, and we hope that you will participate. This U.S. Department of Education study includes all types of students, and your participation «as «a»/«an» «studenttype »student »is important. No one can replace you in the study.

The NPSAS survey «only »takes about «time» **minutes** [IF INCENTIVE ELIGIBLE: « and, once you've completed it, «now »you'll «still »receive \$«inc\_amount», payable by «PayPal or »check« in addition to the \$«prepaid1»//«prepaid2» we sent in advance« via PayPal»//« via mail»»]!



Or, log onto our site at <https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseid»

**Password:** «password»

You can call the **NPSAS Help Desk at 877-677-2766** or **reply to this e-mail** if you have any questions or problems completing your survey or if you would like to participate over the phone.

Thanks in advance for sharing your experiences with us.

[INSERT MERGE FIELD FROM TABLE – SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.



## Reminder E-mail 9

**SUBJECT:** Only You Can Make NPSAS a Success. Will You Help?

NPSAS is easy to complete, «fname»! You can even do so on your mobile device!

This «shortened »U.S. Department of Education survey «only »takes about «time» **minutes**. [IF INCENTIVE ELIGIBLE: «When you complete your survey, «now »you'll «still »receive \$«inc\_amount», payable by «PayPal or »check« in addition to the \$«prepaid1»//«prepaid2» we sent in advance« via PayPal»//« via mail»».]



If you prefer, you can go to the NPSAS website and login using your secure login credentials below to access your survey:

<https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseid»

**Password:** «password»

You can also complete your survey by phone by calling **877-677-2766**.

If you have questions, please contact us at 877-677-2766 or e-mail us at [npsas@ed.gov](mailto:npsas@ed.gov). More information on NPSAS can be found on our website: <https://surveys.nces.ed.gov/npsas/>.

We look forward to hearing about your experiences meeting the cost of education beyond high school at ««the »«NPSASschool»»//«your institution».

Thanks!

[INSERT MERGE FIELD FROM TABLE - SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

## Reminder E-mail 10

**SUBJECT:** «fname», Help Inform Education Policy: Participate in NPSAS Today  
«fname»,

The National Postsecondary Student Aid Study (NPSAS) is an important education study conducted on behalf of the U.S. Department of Education.

[INSERT MERGE FIELD FROM TABLE - INTERESTING FACTS, PAGE E-143] You can find out more about what we've learned from previous NPSAS surveys here:

[https://surveys.nces.ed.gov/npsas/prev\\_results.aspx](https://surveys.nces.ed.gov/npsas/prev_results.aspx).

The «shortened »survey takes about «time» minutes and is easy to complete on your mobile device. [IF INCENTIVE ELIGIBLE: «When you complete your survey, «now »you'll «still »receive \$«inc\_amount», payable by «PayPal or » check« in addition to the \$«prepaid1»//«prepaid2» we sent in advance« via PayPal»//« via mail»!»]



Use your secure login credentials to access your survey at  
<https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseid»

**Password:** «password»

If you prefer, you may also complete your survey over the phone by calling the NPSAS Help Desk at **877-677-2766**.

Thanks!

[INSERT MERGE FIELD FROM TABLE - SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>  
«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

[INSERT SOURCE CITATION FOR FACT SELECTED ON INTERESTING FACTS TABLE, PAGE E-143]

**Reminder E-mail 11**

**SUBJECT:** NPSAS Needs You, «fname»

«fname»,

You were selected to represent many other students from «**the**» «**NPSASschool**»//«your institution». No one can replace you. We hope that you will participate in this important U.S. Department of Education study.

NPSAS «only »takes «**time**» **minutes** and is easy to complete on your mobile device. [IF INCENTIVE ELIGIBLE: «When you complete your survey, «now »you'll «still »receive \$«**inc\_amount**» payable by «**PayPal or** »**check**« in addition to the \$«**prepaid1**»//«**prepaid2**» we sent in advance« via PayPal»//« via mail»!«]



Or visit the NPSAS website and log in:

<https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseID»

**Password:** «password»

To complete your survey by telephone call **877-677-2766**. You can find more information on the study website at <https://surveys.nces.ed.gov/npsas/>.

Thanks!

[INSERT MERGE FIELD FROM TABLE - SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>  
«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

## Reminder E-mail 12

**SUBJECT:** Share Your Experiences with NPSAS

«fname»,

This is your chance to contribute to important education research. You were selected to represent «**the »«NPSASschool»»//«your institution» and many other students enrolled in education after high school. NPSAS is conducted by the National Center for Education Statistics (NCES), in the U.S. Department of Education's Institute of Education Sciences, with data collection being carried out under contract by RTI International, a U.S.-based nonprofit research organization.**



Or, log onto our site at <https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseid»

**Password:** «password»

Call **877-677-2766** to get more information about NPSAS or complete your survey by phone.

The «shortened »NPSAS survey takes about «**time» minutes!** [IF INCENTIVE ELIGIBLE: «When you complete your survey, «now »you'll «still »receive \$«**inc\_amount»**, **payable by «PayPal or »check« in addition to the \$«prepaid1»//«prepaid2» we sent in advance**« via PayPal»//« via mail»».]

We look forward to hearing about your experiences.

Thank you,

[INSERT MERGE FIELD FROM TABLE - SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«[emailID](#)»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

**Reminder E-mail 13**

**SUBJECT:** «xx» Students Have Participated in NPSAS–Will You Join Them?

«fname», we still need to hear from «students studying [**major**]//[**fieldofstudy**] like »you! You have the opportunity to contribute to important research conducted by the U.S. Department of Education, and it «only »takes about «**time**» **minutes**.

[IF INCENTIVE ELIGIBLE: «When you complete the NPSAS survey, «now »you'll «still »receive \$«**inc\_amount**», payable by «**PayPal or »check« in addition to the \$«**prepaid1**»//«**prepaid2**» we sent in advance« via PayPal»//« via mail»».»]**



Or, log onto our site at <https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseid»

**Password:** «password»

If you prefer, you may also complete your survey over the telephone by calling the NPSAS Help Desk at **877-677-2766**.

Thank you,

[INSERT MERGE FIELD FROM TABLE – SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

**Reminder E-mail 14**

**SUBJECT:** Please Complete the U.S. Department of Education's NPSAS Survey

«Fname», we've been contacting you and other students «**studying [major]//[fieldofstudy]**» to learn how students and their families meet the cost of education beyond high school.

The NPSAS survey «only» takes about «**time**» **minutes** [IF INCENTIVE ELIGIBLE: «and «now» you'll «still» receive \$«**inc\_amount**», «**in addition to the \$«prepaid1»//«prepaid2» we sent in advance**» via PayPal»//« via mail»», when you complete it»].



Or, you can visit the NPSAS website and log in: <https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseID»

**Password:** «password»

If you prefer to participate by telephone, have questions, or would like more information, just call **877-677-2766**.

Thanks in advance for your participation.

[INSERT MERGE FIELD FROM TABLE – SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«**emailID**»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

**Reminder E-mail 15**

**SUBJECT:** Make your «college/postgraduate» experience count for the U.S. Department of Education

«fname»,

Data collection for the U.S. Department of Education's NPSAS survey continues and we are interested in hearing from «students studying **[major]**///**[fieldofstudy]** like »you. The «shortened »NPSAS survey takes about **«time» minutes** [IF INCENTIVE ELIGIBLE: and «now »you'll «still »receive **\$«inc\_amount», payable by «PayPal or »check** when you complete it« **in addition to the \$«prepaid1»///**«prepaid2» we sent in advance**« via PayPal»///**« via mail»»»].****



Or, you can visit the NPSAS website and log in: <https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseID»

**Password:** «password»

You were selected to represent students at «**«the »«NPSASSchool»»**///**«your institution»** so the study won't be a success without you, «fname»!

If you have questions or would prefer to complete your survey over the telephone, please call the **NPSAS Help Desk** at **877-677-2766** or **reply to this e-mail**.

Thank you,

[INSERT MERGE FIELD FROM TABLE - SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

## Reminder E-mail 16

**SUBJECT LINE:** NPSAS: What You Need to Know

Dear «fname» -

Here are the important details you need to complete your «shortened »«**time**»-**minute** NPSAS survey:

- [IF INCENTIVE ELIGIBLE: ««Now you'll »/«You'll »«still »receive \$«**inc\_amount**» when you complete your survey, payable by check« or PayPal»« **in addition to the \$«prepaid1»//«prepaid2» we sent in advance**« via PayPal»//« via mail»».»] [IF NOT INCENTIVE ELIGIBLE: «You were selected to represent many students at ««the »«**NPSASschool**»»//«your institution» and the study won't be a success without you!»]
- Click the button below or login at <https://surveys.nces.ed.gov/npsas/>
  - o **Study ID:** «caseID»
  - o **Password:** «password»
- Alternatively, you can complete your survey over the phone by calling **877-677-2766**.



If you have questions or problems completing your survey, simply contact the NPSAS Help Desk at 877-677-2766 or by e-mail at [npsas@ed.gov](mailto:npsas@ed.gov).

Thank you for helping make NPSAS a success.

[INSERT MERGE FIELD FROM TABLE - SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>  
«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.



## Reminder E-mail 17

SUBJECT: Represent «the »«NPSASschool»»//«Your Institution»: Let Your Voice be Heard

Hi, «fname»,

We've been trying to contact you over the past «number» months to complete the U.S. Department of Education's NPSAS survey that «only »takes about «time» **minutes**. Your response as a student at «the »«NPSASschool»»//«your institution» is critically important to the study. We hope that you will take time out of your busy schedule to complete your survey today.

[IF INCENTIVE ELIGIBLE: «When you complete your NPSAS survey, «now »you'll «still »receive \$«inc\_amount», payable by« PayPal or »check« in addition to the \$«prepaid1»//«prepaid2» we sent in advance« via PayPal»//« via mail»».»]



Or, log onto our site at <https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseid»

**Password:** «password»

If you need help accessing the survey or if you want to complete the survey over the phone, please call our **Help Desk** at **877-677-2766** or e-mail us at [npsas@ed.gov](mailto:npsas@ed.gov). Your participation in NPSAS is very important and we hope you choose to complete the survey.

Thank you,

[INSERT MERGE FIELD FROM TABLE - SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

**Reminder E-mail 18**

**SUBJECT:** A Message from the U.S. Department of Education

Dear «fname»,

As the Project Officer for the 2019-20 National Postsecondary Student Aid Study (NPSAS:20), from the National Center for Education Statistics (NCES), I hope that you will take time out of your busy schedule to complete the NPSAS survey today. The U.S. Department of Education uses data from this study to inform policy decisions regarding student loans and other critical issues.

It «only »takes about «**time» minutes** [IF INCENTIVE ELIGIBLE: «, and once you've completed your survey, «now »you'll «still »receive \$«**inc\_amount»**, payable by «**PayPal or »check» in addition to the \$«**prepaid1»//«**prepaid2»** we sent in advance» via PayPal»//« via mail»»»].****



Or go to <https://surveys.nces.ed.gov/npsas/> and log in using:

**Study ID:** «caseid»

**Password:** «password»

You can also complete your survey by phone with one of our trained interviewers by calling **877-677-2766**. Find more information on the study website at <https://surveys.nces.ed.gov/npsas/>.

Thanks,

[INSERT MERGE FIELD FROM TABLE - SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«**emailID»**

Haga [clic aqui](#) para solicitar materiales de contacto en español.

## Reminder E-mail 19

**SUBJECT:** The NPSAS Survey: Your Questions Answered

«Fname», we still need you to participate in the National Postsecondary Student Aid Study (NPSAS) for the U.S. Department of Education. [IF INCENTIVE ELIGIBLE: «**Now we're** »/«**We're** »«**still** »**offering \$«inc\_amount» for your participation« in addition to the \$«prepaid1»«prepaid2» we sent in advance**« via PayPal»//« via mail»».»]

If you have questions about the study, we're here to help.

### ***How do I participate?***



Or, log onto our site at <https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseid»

**Password:** «password»

### ***Why do you want to survey me? Should I participate in NPSAS?***

Yes! You are being asked to participate in NPSAS because you were enrolled in postsecondary education at «**the** »«**NPSASschool**»//«your institution» during the 2019-20 academic year. Your participation «as a student studying **[major]//[fieldofstudy]** »is important to make sure that the NPSAS results represent other students who were not selected to participate. No one can replace you in this study. Your survey responses help educators, researchers, and policymakers at the local, state, and national levels better understand trends in enrollment patterns, education goals, and the backgrounds of students who pursue education after high school.

### ***How long will the survey take?***

[INSERT MERGE FIELD FROM TABLE - INTERVIEW LENGTH, PAGE E-147]

### ***How will my information be protected?***

Keeping your personal information private is very important to us, and we are fully committed to keeping it safe. Federal law requires that we respect your privacy. NCES is required to follow strict procedures to protect the identity of persons in the collection, reporting, and publication of data. Read more about our confidentiality procedures at: <https://surveys.nces.ed.gov/npsas/confidentiality.aspx>.

If you need help accessing the survey or you want to complete it over the phone, please call our **Help Desk** at **877-677-2766**. Your participation in NPSAS is very important, and we hope you choose to complete the survey.

Thank you!

[INSERT MERGE FIELD FROM TABLE - SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

## Reminder E-mail 20

**Subject:** «Fname», Share Your Experiences with the U.S. Department of Education  
Hi, «Fname»,

We still need you to participate in the National Postsecondary Student Aid Study (NPSAS) for the U.S. Department of Education. It **«only »takes «time» minutes** to complete [IF INCENTIVE ELIGIBLE: «and, once you're done, «now »you'll «still »receive **\$«inc\_amount», payable by «PayPal or »check «in addition to the \$«prepaid1»//«prepaid2» we sent in advance**« via PayPal»//« via mail»»»].



Or, log onto our site at <https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseid»

**Password:** «password»

Alternatively, you can complete your survey by phone with one of our professional interviewers by calling **877-677-2766**. More information on NPSAS can be found at the study website here: <https://surveys.nces.ed.gov/npsas/>.

We look forward to hearing from **«students studying [major]//[fieldofstudy]** like »you.

Thanks!

[INSERT MERGE FIELD FROM TABLE - SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>  
«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

**Reminder E-mail 21\***

**SUBJECT:** «Fname», Participate in NPSAS Today!

We've been contacting you «and other students studying [major]//[fieldofstudy]» about participating in NPSAS, «Fname»!

We know that you have demands on your time, but we need your help to make sure that NPSAS is representative of all students enrolled in postsecondary education at «the »«NPSASschool»//«your institution». [IF ABBREVIATED OR NRFU: «To accommodate your busy schedule, your survey only takes about «time» minutes to complete».] [IF FULL: «Your survey takes about «time» minutes to complete.»] [IF INCENTIVE ELIGIBLE: «Now, we will »/«We will »«still »send you \$«inc\_amount» for completing it«, in addition to the \$«prepaid1»//«prepaid2» we sent in advance« via PayPal»//« via mail»»!»]



Or, log onto our secure website at <https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseid»

**Password:** «password»

You can call **877-677-2766** to get more information about NPSAS or to complete your survey by phone with one of our trained interviewers.

Thank you in advance for helping to inform future education policy.

Thanks,

[INSERT MERGE FIELD FROM TABLE – SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>  
«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

## Reminder E-mail 22

**SUBJECT:** Don't Miss Out: Your NPSAS Survey Takes «Only »«time» Minutes to Complete

Hi, «Fname»,

[IF ABBREVIATED OR NRFU: «fname», because hearing from «students studying **[major]**»/»**[fieldofstudy]** like »you is so important to us, you were selected to receive a shortened NPSAS survey, which «only »takes about «**time**» **minutes** to complete.»]  
[IF FULL: «fname», your experiences are unique, and, if you choose not to participate in the «**time**»-**minute** NPSAS survey, no one can replace you.»] [IF INCENTIVE ELIGIBLE: «Once you complete your survey, you will« **now** »/« **still** »**receive \$«inc\_amount» for participating**, payable by «PayPal or »check« **in addition to the \$«prepaid1»//«prepaid2» we sent in advance**« via PayPal»//« via mail»»!«»]

Participation is easy!



Or, you can visit the NPSAS website and log onto: <https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseid»

**Password:** «password»

If you have any questions, simply contact us at [npsas@ed.gov](mailto:npsas@ed.gov) or call our **Help Desk** at **877-677-2766**.

Thanks -

[INSERT MERGE FIELD FROM TABLE – SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>  
«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

## Reminder E-mail 23

**SUBJECT LINE:** Share Your Experiences and Represent «the  
»«NPSASschool»»//«Your Institution»

«fname», your «shortened »NPSAS survey will take about «time» **minutes** to complete! [IF INCENTIVE ELIGIBLE: ««Now you »/«You »will «still »receive \$«inc\_amount» **for participating**, payable by «PayPal or »check« **in addition to the \$«prepaid»//«prepaid» we sent in advance**« via PayPal»//« via mail»».»]



Or, log onto our secure website at  
<https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseid»

**Password:** «password»

[INSERT MERGE FIELD FROM TABLE - INTERESTING FACTS, PAGE E-145]

If you have any questions about the NPSAS survey, feel free to reply to this e-mail or call our **Help Desk** at: **877-677-2766**.

We hope you decide to participate. We rely on «students studying **[major]//[fieldofstudy]** like »you to make NPSAS a success!

Sincerely,

[INSERT MERGE FIELD FROM TABLE - SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>  
«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

[INSERT SOURCE CITATION FOR FACT SELECTED ON INTERESTING FACTS TABLE, PAGE E-145]

## Reminder E-mail 24

**SUBJECT:** Represent ««the »«NPSASschool»»//«Your Institution», Participate in NPSAS Today

Hi, «Fname»,

You have been selected to represent other students at ««the »«NPSASschool»»//«your institution» who were not selected to participate in the National Postsecondary Student Aid Study (NPSAS). Your experiences are unique and, if you choose not to participate, no one can replace you.

Your NPSAS survey «only »takes about «time» **minutes** to complete [IF INCENTIVE ELIGIBLE: «, and «now »you'll «still »receive \$«inc\_amount» as a token of our appreciation« **in addition to the \$«prepaid1»//«prepaid2» we sent in advance**« via PayPal»//« via mail»»»].



Or, log in to: <https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseID»

**Password:** «password»

You can complete your survey by phone by calling **877-677-2766**. You can find more information on the study website at <https://surveys.nces.ed.gov/npsas/>.

We look forward to hearing about your experiences meeting the cost of education beyond high school.

Thanks!

[INSERT MERGE FIELD FROM TABLE – SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.



**Reminder E-mail 25**

**SUBJECT:** Your NPSAS Survey is Waiting

«fname», start the NPSAS survey today!

There is still time to participate in the National Postsecondary Student Aid Study (NPSAS) for the U.S. Department of Education. Data collection for NPSAS continues, and we are interested in hearing from «**students studying [major]//[fieldofstudy]** like »you.

It «only »takes about «**time» minutes!** [IF INCENTIVE ELIGIBLE: «Once you've completed your survey, you'll «still »receive \$«**inc\_amount»**, payable by «**PayPal or »check« in addition to the \$«**prepaid1»**//«**prepaid2»** we sent in advance« via PayPal»//« via mail»»!«»]**



<https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseID»

**Password:** «password»

You can complete your survey by phone by calling **877-677-2766**. Find more information on the study website at <https://surveys.nces.ed.gov/npsas/>.

Thanks,

[INSERT MERGE FIELD FROM TABLE – SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«**emailID»**

Haga [clic aqui](#) para solicitar materiales de contacto en español.

## Reminder E-mail 26

**SUBJECT:** Your Participation in NPSAS Matters

Hi, «fname»,

In order to have a complete picture of the costs and benefits of postsecondary education, it is important that we include students from a wide variety of schools and backgrounds. Your experiences at «**the »«NPSASschool»»//«your institution» are unique, and no one can replace you in this study. [INSERT MERGE FIELD FROM TABLE – INTERESTING FACTS, PAGE E-143].**

Please complete your «shortened »«**time»-minute** survey to help with this important research [IF INCENTIVE ELIGIBLE: «and «still »/«now »receive \$«**inc\_amount» for your efforts« in addition to the \$«prepaid1»//«prepaid2» we sent in advance« via PayPal»//« via mail»»].**



Or, log onto our site at <https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseid»

**Password:** «password»

Call **877-677-2766** to get more information about NPSAS or complete your survey by phone.

Thank you in advance for helping to shape federal aid policy for future students.

Thank you!

[INSERT MERGE FIELD FROM TABLE – SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>  
«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

[INSERT SOURCE CITATION FOR FACT SELECTED ON INTERESTING FACTS TABLE, PAGE E-145]

**Reminder E-mail 27**

**SUBJECT:** NPSAS is Ending Soon-Don't Miss Your Chance to Participate

**ALTERNATE SUBJECT:** NPSAS Needs Your Participation, «fname»

«fname», data collection for the U.S. Department of Education's National Postsecondary Student Aid Study (NPSAS) «continues»//«**will end soon**»//«**will end on [end\_date]**»! Help us make this study a success and inform future education policy. It is crucial to the study that we hear from «students studying [major]//[fieldofstudy] like »you!



Or, log in to our site at <https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseid»

**Password:** «password»

It «only »takes about «**time**» **minutes** to complete the NPSAS survey. [IF INCENTIVE ELIGIBLE: «Now you'll »/««You'll »«still »receive \$«**inc\_amount**» via «PayPal or »check« **in addition to the \$«prepaid1»//«prepaid2» we sent in advance**« via PayPal»//« via mail»».»]

Our professional interviewers can answer any questions you have and can complete your survey over the telephone with you, if you prefer. Just call the **NPSAS Help Desk** at **877-677-2766**.

Thank you,

[INSERT MERGE FIELD FROM TABLE – SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>  
«**emailID**»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

**Reminder E-mail 28**

**SUBJECT:** It's Time to Complete Your NPSAS Survey, «fname»

Dear «fname»,

We haven't heard from you regarding your participation in the National Postsecondary Student Aid Study (NPSAS). We are writing again because of the importance of your responses for helping policymakers, researchers, and educators better understand how students «studying **[major]//[fieldofstudy]** »and their families meet the cost of education beyond high school. The study won't be complete without you!

The NPSAS survey «only »takes about «**time**» **minutes** to complete. [IF INCENTIVE ELIGIBLE: «Now you'll »/««You'll »«still »receive \$«**inc\_amount**» for completing it« **in addition to the \$«prepaid1»//«prepaid2» we sent in advance**« via PayPal»//« via mail»»!>]



Or log in to our secure website <https://surveys.nces.ed.gov/npsas> using your study credentials:

**Study ID:** «caseid»

**Password:** «password»

Call **877-677-2766** to get more information about NPSAS or to complete your survey by phone with one of our trained interviewers.

We hope you will decide to participate.

Thank you!

[INSERT MERGE FIELD FROM TABLE - SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«[emailID](#)»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

## Reminder E-mail 29

**SUBJECT:** The U.S. Department of Education Needs You-Are You In?

Hi, «fname»,

Recently we've been trying to get in touch with you about the 2019-20 NPSAS survey. NPSAS helps policymakers better understand how students and their families pay for postsecondary education. You are part of a small group of students from «**the**» «**NPSASschool**»//«your institution» selected for this study.

Will you help us reach our goal?

«Over «completed surveys»»//«Many » students have already completed the NPSAS survey, but we still need your participation to make the study a success. It «only »takes about «**time**» **minutes** to complete [IF INCENTIVE ELIGIBLE: «, and «**now** »**we will «still** »send you \$«inc\_amount» (payable by «PayPal or »check) for doing it« in addition to the \$«prepaid1»//«prepaid2» we sent in advance« via PayPal»//« via mail»»»].



Or go to <https://surveys.nces.ed.gov/npsas/> and log in:

**Study ID:** «caseID»

**Password:** «password»

If you want to complete your survey over the phone or have other questions, please contact the **NPSAS Help Desk at 877-677-2766** or e-mail us at [npsas@ed.gov](mailto:npsas@ed.gov).

[INSERT MERGE FIELD FROM TABLE - SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>  
«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

**Reminder E-mail 30\***

**SUBJECT:** You're the Missing Piece in NPSAS

«fname», we still need to hear from «students studying [**major**]//[**fieldofstudy**] like »you! You can contribute to important research conducted by the U.S. Department of Education, and it «only »takes about «**time**» **minutes**.

NPSAS helps researchers, educators, and policymakers better understand the issues that impact you!

- What are the costs of pursuing higher education?
- What impact does student loan debt have on students' lives?
- Are postsecondary institutions preparing students to get the jobs they want?



Or, log in to our site at <https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseid»

**Password:** «password»

[IF INCENTIVE ELIGIBLE: «When you complete the NPSAS survey, «now »you'll «still» receive \$«**inc\_amount**», payable by «**PayPal or** »**check**« in addition to the \$«**prepaid1**»//[**prepaid2**» we sent in advance« via PayPal»//[« via mail»».»]

If you prefer, you may also complete your survey over the telephone by calling the NPSAS Help Desk at **877-677-2766**.

Thank you,

[INSERT MERGE FIELD FROM TABLE – SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>  
«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

## Reminder E-mail 31

**SUBJECT:** Just a reminder-we still need you to complete the NPSAS survey

Hi, «fname»,

Data collection for the U.S. Department of Education's NPSAS continues and we are interested in hearing from «students studying [major]//[fieldofstudy] like »you. **[We have worked closely with [«PC\_name»/professional staff] at your institution to facilitate «the »«NPSASschool»'s» participation in this important research.]//[We have worked closely with your school to facilitate «the »«NPSASschool»'s» participation in this important research.]**

The survey «only »takes about «time» minutes and can even be completed on your mobile device! ««Now you'll »/«You'll »«still »receive \$«inc\_amount» when you complete your survey, payable by check« or PayPal»« in addition to the \$«prepaid1»//«prepaid2» we sent in advance« via PayPal»//« via mail»».»]



Or, you can visit the NPSAS website and log in: <https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseID»

**Password:** «password»

You were selected to represent many students at ««the »«NPSASschool»»//«your institution» and the study won't be a success without you, «fname»!

If you have questions or would prefer to complete over the telephone, call the **NPSAS Help Desk** at **877-677-2766**.

Thank you,

[INSERT MERGE FIELD FROM TABLE – SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

## Reminder E-mail 32

**SUBJECT:** Limited Time Left to Participate in NPSAS

Hi, «fname»,

There is limited time remaining to participate in the National Postsecondary Student Aid Study (NPSAS) [IF INCENTIVE ELIGIBLE: «and «now »/«still »receive \$«inc\_amount» for your efforts« in addition to the \$«prepaid1»//«prepaid2» we sent in advance« via PayPal»//« via mail»»]. NPSAS helps researchers and policymakers determine how students and their families meet the cost of education beyond high school. The study «ends on [end\_date] and »«only »takes about «time» minutes.



Or, you can visit the NPSAS website and log in: <https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseID»

**Password:** «password»

If you have questions or prefer to participate by telephone, call **877-677-2766**.

We hope you will decide to participate and help us better understand the experiences of postsecondary students.

Thanks!

[INSERT MERGE FIELD FROM TABLE - SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.



**Reminder E-mail 33\***

**SUBJECT:** NPSAS is Coming to a Close

Time to participate in NPSAS is running out, «fname»! We still want to hear about your experiences as a student at «the »«NPSASschool»»//«your institution».

«The NPSAS survey **ends on «end\_date».**» Please take time «before «end\_date»» to complete your «shortened »«time»-minute survey. [IF INCENTIVE ELIGIBLE: «If you finish your survey by then, you'll «still »receive \$«inc\_amount» via «PayPal or »check« **in addition to the \$«prepaid1»//«prepaid2» we sent in advance**« via PayPal»//« via mail»»!»]



Or, you can visit the NPSAS website and log in: <https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseID»

**Password:** «password»

If you have any questions, please contact the **NPSAS Help Desk** at **877-677-2766**.

Best,

[INSERT MERGE FIELD FROM TABLE - SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«emailID»

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## Reminder E-mail 34

**SUBJECT:** NPSAS Ends Tomorrow—Help Us Learn About Your Experiences at ««the »«NPSASschool»»//«Your Institution»

The U.S. Department of Education's National Postsecondary Student Aid Study (NPSAS) ends tomorrow, «fname»! We still want to hear about your unique experiences as a student at ««the »«NPSASschool»»//«your institution».

Complete your «**shortened** »«**time**»-**minute** survey [IF INCENTIVE ELIGIBLE: «, and «now »you'll «still »receive \$«**inc\_amount**» as a token of our appreciation« **in addition to the \$«prepaid1»//«prepaid2» we sent in advance**« via PayPal»//« via mail»»»].



Or, log onto our site at <https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseid»

**Password:** «password»

If you have questions, or if you would prefer to complete your survey over the phone, please call **877-677-2766**.

Thanks in advance for participating! Have a great day.

[INSERT MERGE FIELD FROM TABLE – SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>  
«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

## Reminder E-mail 35

**SUBJECT:** Your Last Chance to Participate... Don't Miss Out on NPSAS!

«fname», <<this is the last e-mail message we will be sending you about the NPSAS survey>><< data collection ends today>>. We want you to know how important participation from students «studying **[major]**///**[fieldofstudy]** »like you are to the success of the National Postsecondary Student Aid Study (NPSAS).

Before the study comes to a close, please consider participating.



Or, log onto our site at <https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseid»

**Password:** «password»

It takes «only »about «time» minutes and can be completed on any electronic device, including a mobile device or tablet. [IF INCENTIVE ELIGIBLE: «You'll «still »receive \$«inc\_amount» via «PayPal or »check when you finish« in addition to the \$«prepaid1»///

If you have questions, or if you would prefer to complete your survey over the telephone, please call 877-677-2766.

Thanks in advance for participating!

[INSERT MERGE FIELD FROM TABLE - SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>  
«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

## Nonresponse Follow-up 5-Minute Survey E-mail\*

**SUBJECT:** The NPSAS Survey is Now 5 Minutes

«fname»,

Participating in NPSAS is easier than ever! Your survey is now «**less than**» «**number\_questions**» and only takes about **5 minutes** of your time. To see how easy the questions are to answer, you can preview the survey on our website: [https://surveys.nces.ed.gov/npsas/LINK\\_TO\\_PDF](https://surveys.nces.ed.gov/npsas/LINK_TO_PDF). [IF INCENTIVE ELIGIBLE: «As a thank you for participating «**now** »**you'll** «**still** »**receive \$«inc\_amount**», payable by «**PayPal or** »**check**« in addition to the \$«**prepaid1**»//«**prepaid2**» we sent in advance».»]



Or go to our secure website at <https://surveys.nces.ed.gov/npsas/> and log in using the credentials provided below.

**Study ID:** «caseid»

**Password:** «password»

You can call **877-677-2766** to get more information about NPSAS or to complete your survey by phone.

Your survey responses will represent other students enrolled at «**the**» «**NPSASschool**»//«your institution» who were not selected to participate in NPSAS. We hope that you will participate in the study, especially now that your survey takes only **5 minutes!**

Thank you in advance for making U.S. Department of Education's NPSAS survey a success.

[INSERT MERGE FIELD FROM TABLE – SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>  
«**emailID**»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

## Nonresponse Follow-up 5-Minute Survey Reminder E-mail

**SUBJECT:** Complete your 5-minute NPSAS Survey

Hi, «fname»,

About «weeks» weeks ago, we sent you a request asking you to share your experiences at ««the »«NPSASschool»»//«your institution» with NPSAS by **answering just a few easy questions**. We have not yet received your responses. NPSAS will only take 5 minutes of your time [IF INCENTIVE ELIGIBLE: «and «now »you'll «still »receive \$«inc\_amount», payable by «PayPal or »check as a thank you« in addition to the \$«prepaid1»//«prepaid2» we sent in advance« via PayPal»//« via mail»»»].



Or, log onto our secure website at <https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseid»

**Password:** «password»

If you have any questions about the NPSAS survey, feel free to reply to this e-mail or call our **Help Desk** at: **877-677-2766**.

We hope you decide to participate. We rely on students «studying **[major]**//**[fieldofstudy]** »like you to make NPSAS a success!

Sincerely,

[INSERT MERGE FIELD FROM TABLE – SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>  
«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

## Abbreviated Announcement E-mail\*

**SUBJECT:** The NPSAS Survey Now Takes Only «time» Minutes

«fname», the NPSAS survey now takes only **«time» minutes** to complete [IF INCENTIVE ELIGIBLE: «, **and «now »you'll «still »receive \$«inc\_amount» for participating**, payable by «PayPal or »check« **in addition to the \$«prepaid1»//«prepaid2» we sent in advance**« via PayPal»//« via mail»»].

You can complete your survey in one of two ways:

- Online:



Or visit <https://surveys.nces.ed.gov/npsas/>

Log in using your secure credentials:

**Study ID:** «caseid»

**Password:** «password»

- Phone: Call us at 877-677-2766 to complete your survey with an interviewer

We hope that you will participate in the study, especially now that your survey takes only **«time» minutes!** We need to hear from you. Thank you in advance for making the U.S. Department of Education's National Postsecondary Student Aid Study a success.

[INSERT MERGE FIELD FROM TABLE - SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>  
«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

**Incentive Change E-mail (Group 2, Phase 2 Incentive Boost)\***

**SUBJECT:** We Just Increased the Incentive for Your Participation in NPSAS

Hi, «fname»,

Since your participation in NPSAS is very important, you have been selected to receive an additional \$«Boost\_Inc» for completing your NPSAS survey—that's a total of «**inc\_amount**» **payable by** «**PayPal or** »**check!** Complete your «**shortened**» «**time**»-**minute** survey today and receive your additional \$«Boost\_Inc».



Or, you can visit the NPSAS website and log in: <https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseID»

**Password:** «password»

If you have questions or prefer to participate by telephone, please call **877-677-2766**.

Thanks in advance for your participation.

[INSERT MERGE FIELD FROM TABLE – SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

**Additional Prepaid Incentive E-mail (Group 1, Phase 2)\***

**SUBJECT:** In Appreciation for Your Participation in NPSAS

Hi, «fname»,

**[IF PayPal PREPAID:** «Since your participation in NPSAS is very important, **we sent you \$«prepaid2» via PayPal «to [e-mailaddress] »in appreciation for your participation in NPSAS. If you would prefer to receive the \$«prepaid2» via check, please contact us at npsas@rti.org or 800-723-8942.»**] **[IF CASH PREPAID:** «Since your participation in NPSAS is very important, **we are sending you \$«prepaid2» via mail in appreciation for your participation in NPSAS. Remember to look out for a large white envelope from the National Center for Education Statistics.»**]

[IF INCENTIVE ELIGIBLE: «Once you complete your survey, you will **receive \$«inc\_amount» for participating**, payable by «PayPal or »check« **in addition to the \$«prepaid2» we sent in advance»!**»]



Or, you can visit the NPSAS website and log in: <https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseID»

**Password:** «password»

If you have questions or prefer to participate by telephone, please call **877-677-2766**.

Thanks in advance for your participation.

[INSERT MERGE FIELD FROM TABLE – SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.



**Thank You E-mail\***

**SUBJECT:** Thank You from NPSAS

Dear «fname»,

On behalf of the U.S. Department of Education and the staff of the National Postsecondary Student Aid Study (NPSAS), we would like to thank you for participating in NPSAS. Your participation is very important in helping to ensure the success of the study.

[INSERT MERGE FIELD FROM TABLE -INCENTIVE SELECTION, PAGE E-147]

If you have questions, please do not hesitate to call the **NPSAS Help Desk at 877-677-2766**.

Thank you for helping make NPSAS a success!

Sincerely,

[INSERT MERGE FIELD FROM TABLE - SOURCE AND SIGNATORY, PAGE E-145]

Study ID: «caseID»

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

## As Needed E-mails

### Initial Contact E-mail (If time allows)

**SUBJECT:** The National Postsecondary Student Aid Study (NPSAS)



U.S. DEPARTMENT OF EDUCATION  
INSTITUTE OF EDUCATION SCIENCES

NATIONAL CENTER FOR EDUCATION STATISTICS

Dear «fname» «lname»:

Congratulations! You have been selected to represent «**the**» «**NPSAS**school»//«your institution» in the 2019-20 National Postsecondary Student Aid Study (NPSAS), conducted by the National Center for Education Statistics (NCES) in the U.S. Department of Education's Institute of Education Sciences. Data collected from NPSAS will help researchers and policymakers better understand how **students and their families meet the cost of education beyond high school**.

Before NPSAS data collection begins, we need to have the most up-to-date contact information for you« and would like to gather your contacting preferences with respect to phone calls, mailings, e-mails, and texts». **Please take 5 minutes to update your contact information «and select your preferred modes of contact »by visiting our secure website and using the following login credentials:**

**<https://surveys.nces.ed.gov/npsas/update-contact.aspx>**

**Study ID:** «caseID»

Your NPSAS survey will be available« soon»/« on »«AvailableDateFill». At that time, you will receive a large white envelope with a letter enclosed that will provide specific information about how to participate in the «**time»-minute** survey. [IF INCENTIVE ELIGIBLE: «As a token of our appreciation, you will receive \$«**Inc\_amount**» when you complete it.»]

NCES has contracted with RTI International, a U.S.-based nonprofit research organization, to collect data for NPSAS on its behalf. Please visit <https://surveys.nces.ed.gov/npsas/> for a brief description of NPSAS, findings from past studies, and a summary of our confidentiality procedures. If you have additional questions or concerns about the study after reviewing this material, please call the RTI study director, Dr. Jennifer Wine by phone at 877-225-8470 or by e-mail at [npsas@ed.gov](mailto:npsas@ed.gov).

We thank you in advance for your participation in this important study.

Sincerely,

Tracy Hunt-White, Ph.D.  
Project Officer, NPSAS  
National Center for Education Statistics  
[Tracy.Hunt-White@ed.gov](mailto:Tracy.Hunt-White@ed.gov) | 202-245-6507

Jennifer Wine, Ph.D.  
Project Director, NPSAS  
RTI International  
[jennifer@rti.org](mailto:jennifer@rti.org) | 877-225-8470

The National Center for Education Statistics (NCES) is authorized to conduct the 2019-20 National Postsecondary Student Aid Study by the Education Sciences Reform Act of 2002 (ESRA 2002, 20 U.S.C.

§9543), and to collect students' education records from educational agencies or institutions for the purpose of evaluating federally supported education programs under the Family Educational Rights and Privacy Act (FERPA, 34 CFR §§ 99.31(a)(3)(iii) and 99.35). The data are being collected for NCES by RTI International, a U.S.-based nonprofit research organization. All of the information you provide may be used only for statistical purposes and may not be disclosed, or used, in identifiable form, for any other purpose except as required by law (20 U.S.C. §9573 and 6 U.S.C. §151).

«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

### Institution Support E-mail

**SUBJECT:** «fname», Please Take the NPSAS Survey!

I'm writing today to ask you to please consider taking the National Postsecondary Student Aid Study (NPSAS) survey for the U.S. Department of Education. **[We have worked closely with [«PC\_name»/professional staff] at your institution to facilitate «the »««NPSASSchool»'s» participation in this important research.]/[We have worked closely with your school to facilitate «the »««NPSASSchool»'s» participation in this important research.]**

It «only »takes about «time» minutes [IF INCENTIVE ELIGIBLE: «, and once you've completed your survey, «now »you'll «still »receive \$«inc\_amount», payable by «PayPal or »check« in addition to the \$«prepaid1»//«prepaid2» we sent in advance« via PayPal»//« via mail»»].



Or go to <https://surveys.nces.ed.gov/npsas/> and log in using:

**Study ID:** «caseid»

**Password:** «password»

You can also complete your survey by phone by calling **877-677-2766**.

Additional information on NPSAS can be found at the study website:

<https://surveys.nces.ed.gov/npsas/>.

Thanks, in advance, for your participation.

Sincerely,

[INSERT MERGE FIELD FROM TABLE - SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

## As Needed Reminder E-mail 1

**SUBJECT:** NPSAS «only »takes «time» minutes to complete on your mobile device «fname», the NPSAS survey «only »takes «**time» minutes** and you can do it on your mobile device. [IF INCENTIVE ELIGIBLE: ««Now we'll »/«We'll »«still »give you \$«**inc\_amount»** via «**PayPal or »check for your time« in addition to the \$«**prepaid1»//«prepaid2» we sent in advance**« via PayPal»//« via mail»».»]**



Or visit the NPSAS website and log in:  
<https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseID»

**Password:** «password»

[INSERT MERGE FIELD FROM TABLE - INTERESTING FACTS, PAGE E-145]

**Still have questions?** Visit the website listed above or call the NPSAS Help Desk at 877-677-2766.

[INSERT MERGE FIELD FROM TABLE - SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>  
«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

[INSERT SOURCE CITATION FOR FACT SELECTED ON INTERESTING FACTS TABLE, PAGE E-145]

## As Needed Reminder E-mail 2

**SUBJECT:** Participate in NPSAS, an Important Education Study

We need to hear from «studenttype »students like you! When you complete your U.S. Department of Education NPSAS survey, which takes «only »about «**time» minutes**, you'll contribute to important education research that researchers and policymakers rely on to inform policy decisions regarding student loans and other critical issues. [IF INCENTIVE ELIGIBLE: «And, «now »you'll «still »receive \$«**inc\_amount»**, payable by «**PayPal or »check« in addition to the \$«**prepaid1»//«prepaid2» we sent in advance**« via PayPal»//« via mail»»!»]**



Or, you can visit the NPSAS website and log in: <https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseID»

**Password:** «password»

If you have questions or prefer to participate by telephone, please call **877-677-2766**.

Thanks in advance for your participation.

[INSERT MERGE FIELD FROM TABLE - SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>  
«emailID»

Haga [clic aquí](#) para solicitar materiales de contacto en español.

### As Needed Reminder E-mail 3

**SUBJECT:** NPSAS Ends on «end\_date»-Just «end\_date - current\_date» Days Left to Participate!

«fname», we don't want you to miss out on your opportunity to contribute to this important study and make your voice heard. NPSAS ends on «end\_date» so there are only «end\_date - current\_date» days left for you to participate in this «time» minute survey. [IF INCENTIVE ELIGIBLE: «Once finished you'll «still »receive \$«inc\_amount», payable by «PayPal or » check« in addition to the \$«prepaid1»//«prepaid2» we sent in advance« via PayPal»//« via mail»»!»]



Or, you can visit the NPSAS website and log in: <https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseID»

**Password:** «password»

If you have questions or prefer to participate by telephone, please call **877-677-2766**.

We need to hear from «studenttype »students like you! Thanks in advance for your participation.

[INSERT MERGE FIELD FROM TABLE - SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

### Preferred Method of Contact E-mail

**SUBJECT:** Share Your Contacting Preferences with NPSAS

Hi, «fname»,

Congratulations on being selected to participate in the 2019-20 National Postsecondary Student Aid Study (NPSAS)! «We will be contacting you soon regarding your participation in NPSAS»/«have been trying to contact you to participate in NPSAS».

«Before the study begins, we'd like to make sure we have the most up-to-date contact information for you and are aware of your contacting preferences.»/«We'd like to make sure we have the most up-to-date contact information for you and are aware of your contacting preferences.»

**Please take 5 minutes to update your contact information online «and select your preferred mode of contact».** [Click here](#) or login at

<https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseID»

Thank you for providing the information necessary to contact you regarding your participation in this important research.

Thank you,

[INSERT MERGE FIELD FROM TABLE - SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«[emailID](#)»

Haga [clic aquí](#) para solicitar materiales de contacto en español.

## Contacting Reminder

**SUBJECT:** A Reminder to Participate in NPSAS

«fname», we need **you** for NPSAS to be a success!

[IF SENDING SOON AFTER DATA COLLECTION E-MAIL: «Recently, we sent you an invitation to take part in the 2019-20 National Postsecondary Student Aid Study (NPSAS) [IF PREPAID:«along with \$«prepaid»« via PayPal»//« via mail»». You have been selected to represent other «studenttype »students at «**the** »«**NPSASschool**»»//«your institution». Your participation is critical to the success of the study, and we hope you will help inform policy by completing your NPSAS survey today.

Your survey will take «only »about «**time**» **minutes** to complete [IF INCENTIVE ELIGIBLE: «and you will «still »receive \$«**inc\_amount**» **via** «**PayPal** or »**check as a thank you for your participation**»].

It's easy to complete today!



Or go to <https://surveys.nces.ed.gov/npsas/> and log in:

**Study ID:** «caseID»

**Password:** «password»

You can also complete your survey over the phone by calling **877-677-2766**.

### ***What sort of reminders can I expect?***

Because your participation is very important, and we understand there are many demands on your time, we will be sending you reminders to complete your survey. You may receive periodic reminders via:

- E-mail
- Text
- Phone Call
- Mail

If you have other questions, please contact the **NPSAS Help Desk at 877-677-2766** or e-mail us at [npsas@ed.gov](mailto:npsas@ed.gov).

[INSERT MERGE FIELD FROM TABLE – SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>  
«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

## **Saint Patrick's Day Themed E-mail**

**SUBJECT LINE:** Happy Saint Patrick's Day from the NPSAS Team

Hi, «fname»,

You are in luck this Saint Patrick's Day!



[IF INCENTIVE ELIGIBLE: «When you complete the NPSAS survey, «now »you'll «still »receive \$«inc\_amount», payable by «PayPal or »check« in addition to the \$«prepaid1»//«prepaid2» we sent in advance« via PayPal»//« via mail»».]

Participating in NPSAS is easy: it takes «only »//«about »«time» minutes and can be completed online or over the phone.



Or log on to our secure website to participate:

<https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseid»

**Password:** «password»

Call **877-677-2766** if you have any questions or if you would like to complete the survey by phone.

Thanks!

[INSERT MERGE FIELD FROM TABLE – SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>  
«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

#### Fourth of July E-mail

**SUBJECT:** «fname», wishing you a wonderful Fourth of July

Hi, «fname»,

Exercise your freedom this Fourth of July by contributing to research that will inform policy related to postsecondary educational issues such as student loans!

As you know, you were selected to represent many other students at ««the »«NPSASschool»»//«your institution». No one can replace you. [IF INCENTIVE ELIGIBLE: «When you complete your survey, «now »you'll «still »receive \$«inc\_amount»« in addition to the \$«prepaid1»//«prepaid2» we sent in advance« via PayPal»//« via mail»»!] It «only »takes «time» minutes and can be completed on a mobile device.



Or, log onto our site at <https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseid»

**Password:** «password»

Our professional interviewers can answer any questions you have and can complete the survey over the telephone with you. Just call the **NPSAS Help Desk** at **877-677-2766**.

Wishing you a Happy Fourth of July!

[INSERT MERGE FIELD FROM TABLE – SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>  
«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

## Thanksgiving Themed E-mail

**SUBJECT LINE:** Happy Thanksgiving from the NPSAS Team

«fname»,

We would like to wish you a Happy Thanksgiving! During this season of giving, you have the opportunity to give back by contributing to research that will inform federal policy on topics important to today's students, such as student loans.

We want to thank you for being a part of NPSAS and hope that you will consider participating. Participating is easy: it takes «only »//«about »«**time**» **minutes** and can be completed online or over the phone. [IF INCENTIVE ELIGIBLE: «Plus, «**now** »**we'll** «**still** »**send you \$«inc\_amount» via «PayPal or »check** to thank you for participating« **in addition to the \$«prepaid1»//«prepaid2» we sent in advance»!**»]

You can easily complete it right now on your mobile device.



Or log on to our secure website to participate:

<https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseid»

**Password:** «password»

Call **877-677-2766** if you have any questions or to complete the survey by phone.

Thanks!

[INSERT MERGE FIELD FROM TABLE - SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>  
«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

**NPSAS Video E-mail (Theme: NPSAS is Important)**

**SUBJECT:** Why does my participation in NPSAS matter?

Hi, «fname»,

I wanted to personally let you know that your participation in NPSAS matters, and your response as a student at «**the »«NPSASschool»»//«your institution» is critically important to the study.**

I've included a short video letting you know why your participating in NPSAS is so important.

[INSERT VIDEO FROM TABLE - VIDEO SCRIPTS, PAGE E-142]

Participating in NPSAS is easy: it takes «only »//«about »«**time» minutes** and can be completed online or over the phone. [IF INCENTIVE ELIGIBLE: «When you complete the NPSAS survey, «now »you'll «still »receive \$«**inc\_amount», payable by «PayPal or »check« in addition to the \$«prepaid1»//«prepaid2» we sent in advance» via PayPal»//« via mail»».»]**



Or log on to our secure website to participate:

<https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseid»

**Password:** «password»

Call **877-677-2766** if you have any questions or if you would like to complete the survey by phone.

Thank you,

[INSERT MERGE FIELD FROM TABLE - VIDEO SCRIPTS MERGE FIELDS (VIDEO EXPERT/SIGNATURE), PAGE E-150]

Research Analyst

«emailaddress»

«phonenumber»

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>  
«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

**NPSAS Video E-mail (Theme: Prior Results)**

**SUBJECT:** NPSAS: Prior Results

Dear «fname»,

I want to personally let you know that your participation in NPSAS matters, and your response as a student at «**the** »«**NPSASschool**»»//«your institution» is critically important to the study.

I've included a short video detailing some interesting and important findings from prior rounds of NPSAS. By participating in NPSAS, you can contribute to these results.

[INSERT VIDEO FROM TABLE - VIDEO SCRIPTS, PAGE E-142]

Participating in NPSAS is easy: it takes «only »//«about »«**time**» **minutes** and can be completed online or over the phone. [IF INCENTIVE ELIGIBLE: «When you complete the NPSAS survey,« now »you'll «still »receive \$«**inc\_amount**», **payable by** «**PayPal** or »**check**« in addition to the \$«**prepaid1**»//«**prepaid2**» we sent in advance« via PayPal»//« via mail»».»]



Or log on to our secure website to participate:

<https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseid»

**Password:** «password»

Call **877-677-2766** if you have any questions or if you would like to complete the survey by phone.

Thank you,

[INSERT MERGE FIELD FROM TABLE - VIDEO SCRIPTS MERGE FIELDS (VIDEO EXPERT/SIGNATURE), PAGE E-150]

Research Analyst

«emailaddress»

«phonenumber»

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>  
«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

## NPSAS Newsletter E-mail 1

**SUBJECT:** The NPSAS Newsletter–Find Out What’s New in NPSAS

THE NPSAS NEWSLETTER

«date»

OVER «xx» SURVEYS COMPLETED FOR NPSAS!

With over «xx» completed surveys, we still need your help to make the study a success! As a reminder, your survey takes «time» **minutes** [IF INCENTIVE ELIGIBLE: «and you will **receive «inc\_amount»« in addition to the \$«prepaid1»//«prepaid2» we sent in advance**« via PayPal»//« via mail»»].

SHARE YOUR EXPERIENCES TODAY!



Or, you can visit the NPSAS website and log in: <https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseID»

**Password:** «password»

If you prefer to participate by phone, please call **877-677-2766**.

INFOGRAPHIC: WHAT HAVE WE LEARNED FROM NPSAS?

Your participation in NPSAS provides valuable information for researchers, policymakers, and educators. See what we’ve learned in prior rounds of NPSAS.

TAKE A LOOK

Want more information?

Visit <https://surveys.nces.ed.gov/npsas> to find a brief overview of NPSAS, what you can expect when participating, previous results, and confidentiality procedures.

[INSERT MERGE FIELD FROM TABLE – SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>  
«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

## NPSAS Newsletter E-mail 2

**SUBJECT:** The NPSAS Newsletter–The Importance of Your Participation

**ALTERNATE SUBJECT:** The NPSAS Newsletter–NPSAS Participation at «the »«NPSASschool»//«Your Institution»

THE NPSAS NEWSLETTER

«date»

[IF DATA AVAILABLE: ««xx»% Participation From «**the** »«NPSASschool»»//«Your Institution»!«]

[IF DATA NOT AVAILABLE: «WE STILL NEED YOUR PARTICIPATION IN NPSAS!»]

[IF DATA AVAILABLE: «We have a «xx»% response rate from «NPSASschool»«the »»//«your institution», but we still need to hear from you!»] You have been selected to represent other students enrolled at «**the** »«NPSASschool»»//«your institution» who were not selected to participate in NPSAS. Therefore, your participation is critical to the success of the study. Responding to this survey is a service to your peers, to the U.S. Department of Education, and to the academic community.

Your survey «only »takes «**time**» **minutes** [IF INCENTIVE ELIGIBLE: «and once completed **you will receive** «**inc\_amount**» via «PayPal or »check« **in addition to the \$**«**prepaid1**»//«**prepaid2**» **we sent in advance**« via PayPal»//« via mail»»].

SHARE YOUR EXPERIENCES TODAY!



Or, you can visit the NPSAS website and log in: <https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseID»

**Password:** «password»

If you prefer to participate by phone, please call **877-677-2766**.

THE IMPORTANCE OF NPSAS: [INSERT VIDEO FROM TABLE - VIDEO SCRIPTS, PAGE E-142]

Hear from «videoexpert», a Research Analyst on the NPSAS team, about the importance of your participation in NPSAS.

Your participation in NPSAS provides valuable information for researchers and policymakers. See what we've learned in prior rounds of NPSAS.

Want more information?

Visit <https://surveys.nces.ed.gov/npsas/> to find a brief overview of NPSAS and information about what you can expect when participating, previous results, and confidentiality procedures.

[INSERT MERGE FIELD FROM TABLE – SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.



### NPSAS Newsletter E-mail 3

**SUBJECT:** The NPSAS Newsletter–A Brief History of NPSAS

THE NPSAS NEWSLETTER

«date»

NPSAS THROUGH THE YEARS

Did you know the first NPSAS student survey was conducted in 1987? NPSAS continues to be the primary source of information used by the federal government, researchers, and higher education associations to analyze and to inform policy on student financial aid.

You have the unique opportunity to represent «**the** »«NPSASschool»//«your institution» and other students who were not selected to participate in NPSAS. No one can replace you in this study! Your survey «only »takes «**time**» **minutes** [IF INCENTIVE ELIGIBLE: «and once completed **you will receive «inc\_amount»** via «PayPal or »check« **in addition to the \$«prepaid1»//«prepaid2» we sent in advance**« via PayPal»//« via mail»»].

SHARE YOUR EXPERIENCES TODAY!



Or, you can visit the NPSAS website and log in: <https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseID»

**Password:** «password»

If you prefer to participate by phone, please call **877-677-2766**.

PRIOR RESULTS

[INSERT VIDEO FROM TABLE - VIDEO SCRIPTS, PAGE E-142]

Hear from «videoexpert», a Research Analyst on some of the previous results in NPSAS. Share your experiences to contribute to this important research!

Want more information?

Visit <https://surveys.nces.ed.gov/npsas/> to find a brief overview of NPSAS and information about what you can expect when participating, previous results, and confidentiality procedures.

[INSERT MERGE FIELD FROM TABLE – SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.



## NPSAS Newsletter E-mail 4

**SUBJECT:** The NPSAS Newsletter–NPSAS in the News «date»

THE NPSAS NEWSLETTER

YOUR PARTICIPATION MATTERS!

You have the unique opportunity to represent «**the** »«NPSASschool»//«your institution» and other students who were not selected to participate in NPSAS. No one can replace you in this study!

Your survey «only »takes «**time**» **minutes** [IF INCENTIVE ELIGIBLE: «and once completed **you will receive** «**inc\_amount**» via «PayPal or »check« **in addition to the \$**«**prepaid1**»//«**prepaid2**» **we sent in advance**« via PayPal»//« via mail»»].

SHARE YOUR EXPERIENCES TODAY!



Or, you can visit the NPSAS website and log in: <https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseID»

**Password:** «password»

If you prefer to participate by phone, please call **877-677-2766**.

NPSAS IN THE NEWS!

[INSERT MERGE FIELD FROM TABLE – NPSAS ARTICLE, PAGE E-147]

Your participation in NPSAS provides valuable information for researchers and policymakers. Read the «publishinggroup» article to see how information and data from NPSAS used. Share your experiences to contribute to this important research!

Want more information?

Visit <https://surveys.nces.ed.gov/npsas/> to find a brief overview of NPSAS and information about what you can expect when participating, previous results, and confidentiality procedures.

[INSERT MERGE FIELD FROM TABLE – SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

## NPSAS Newsletter E-mail 5

**SUBJECT:** The NPSAS Newsletter–A Few Things We’ve Learned

### NPSAS PROGRESS REPORT

NPSAS needs «xx» more participants to reach our goal. Will you be one of them? Your NPSAS survey responses will represent other students enrolled at «**the**» «NPSASschool» // «your institution» who were not selected to participate in NPSAS. Therefore, your participation is critical to the success of the study. Responding to this survey helps your peers, the U.S. Department of Education, and the academic community.

Your survey «only »takes «**time**» **minutes** [IF INCENTIVE ELIGIBLE: «and once completed **you will receive** «**inc\_amount**» via «PayPal or »check« **in addition to the \$**«**prepaid1**» // «**prepaid2**» **we sent in advance**« via PayPal» // « via mail»»].

SHARE YOUR EXPERIENCES TODAY!



Or, you can visit the NPSAS website and log in: <https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseID»

**Password:** «password»

If you prefer to participate by phone, please call **877-677-2766**.

### FUN FACT

[INSERT MERGE FIELD FROM TABLE – INTERESTING FACTS, PAGE E-145]

Want more information?

Visit <https://surveys.nces.ed.gov/npsas/> to find a brief overview of NPSAS and information about what you can expect when participating, previous results, and confidentiality procedures.

[INSERT MERGE FIELD FROM TABLE – SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>  
«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

[INSERT SOURCE CITATION FOR FACT SELECTED ON INTERESTING FACTS TABLE, PAGE 143]

## Partial Complete E-mail

**NOTE: Sent to cases where survey has been started but not completed.**

SUBJECT: Important Reminder: «fname», Come Back and Complete Your NPSAS Survey!

FROM: [NPSAS TEAM MEMBER FIRST NAME] ([npsas@ed.gov](mailto:npsas@ed.gov))

Hi, «fname»,

I noticed that you started the NPSAS survey and then stopped. That's okay. You can return to your survey, via phone or the Web (even on your mobile device) and pick up right where you left off. [IF INCENTIVE ELIGIBLE: «Don't miss out on your \$«inc\_amount» incentive for completing your survey!»]



Or, you can visit the NPSAS website and log in: <https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseID»

**Password:** «password»

**Got Questions? Prefer to participate over the phone?** Call our Help Desk at 877-677-2766 or visit the study website at <https://surveys.nces.ed.gov/npsas/> to learn more about NPSAS, findings from past studies, and confidentiality procedures.

### Thanks!

[NPSAS TEAM MEMBER FIRST NAME]

NPSAS Survey Team Member

[npsas@ed.gov](mailto:npsas@ed.gov)

877-225-8470

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

**Paired Contact E-mail**

**NOTE: Sent in conjunction with CATI contacted event from previous night/weekend**

**SUBJECT:** Recent NPSAS Phone Call

Hi, «fname»,

[IF SPOKEN WITH YESTERDAY: «Thank you for taking the time yesterday to speak with «DCI» about the National Postsecondary Student Aid Study (NPSAS).»]//[IF SPOKEN WITH RECENTLY: «Thank you for taking the time recently to speak to a member of our survey team about the National Postsecondary Student Aid Study (NPSAS). »]

I hope you will take «time» **minutes** to complete your survey [IF INCENTIVE ELIGIBLE: «**and receive your \$«inc\_amount»»**]. I don't want you to miss out on this important education study!

Use your secure login credentials below to access your survey at <https://surveys.nces.ed.gov/npsas/>.

**Study ID:** «caseid»

**Password:** «password»

If you would prefer to complete the survey over your phone, simply call **877-677-2766** and reference your Study ID «caseid».

Thank you in advance for your participation!

[NPSAS TEAM MEMBER FIRST NAME]

NPSAS Survey Team Member

[npsas@ed.gov](mailto:npsas@ed.gov)

877-225-8470

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>  
«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

## Interruption in Data Collection–Notice/Warning E-mail

**SUBJECT:** The NPSAS Survey is Temporarily on Hold

Dear «fname»,

Due to [REASON FOR DC INTERRUPTION], the National Postsecondary Student Aid Study (NPSAS) survey is temporarily suspended, so you will not be able to log in to the survey at <https://surveys.nces.ed.gov/npsas/> until further notice. Once the situation has been resolved, we will notify you immediately so that you may participate in this important research. We apologize for any inconvenience this has caused you.

If you have any questions regarding the survey or this temporary situation, please do not hesitate to call us at **877-677-2766** or send an e-mail to [npsas@ed.gov](mailto:npsas@ed.gov).

Thank you for your understanding.

[INSERT MERGE FIELD FROM TABLE – SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«emailID»

Haga [clic aquí](#) para solicitar materiales de contacto en español.

## Interruption in Data Collection–Resume E-mail

**SUBJECT:** You may now resume your NPSAS Survey

Dear «fname»,

Recently, we sent a notification indicating that the National Postsecondary Student Aid Study (NPSAS) survey was suspended due to [REASON FOR DC INTERRUPTION]. **We are happy to inform you that the survey has re-opened and you may once again log in to complete your NPSAS survey!**



**Got questions? Prefer to participate over the phone?** Call our Help Desk at 877-677-2766 or visit the study website at <https://surveys.nces.ed.gov/npsas/>

Use your secure login credentials below to access your survey at <https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseid»

**Password:** «password»

Thank you for your understanding during this survey interruption.

[INSERT MERGE FIELD FROM TABLE – SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«emailID»

Haga [clic aquí](#) para solicitar materiales de contacto en español.

## Pending Ineligible E-mail

SUBJECT: The National Postsecondary Student Aid Study–**Please Try Again**

«fname»,

On «sumdate», you were determined to be ineligible to participate in NPSAS based on your responses to eligibility questions in the beginning of the survey.

However, after reviewing your information, we believe that you may be eligible to participate in NPSAS. We've reset your survey so you may start again. Please consider logging in to complete the survey, and make sure you answer the first few questions of the survey carefully.

[IF INCENTIVE ELIGIBLE: «Remember, if you are eligible for NPSAS and complete the survey, you'll receive «inc\_amount», payable via «PayPal or »check, as a token of our appreciation.»] The survey takes approximately «time» **minutes** to complete.

Please log on to our secure website to participate:

<https://surveys.nces.ed.gov/npsas/>

Study ID: «caseid»

Password: «password»

If you have questions regarding NPSAS or would like to complete the survey over the phone, please do not hesitate to call our Help Desk at 877-677-2766 or e-mail us at [npsas@ed.gov](mailto:npsas@ed.gov).

Thanks, in advance, for your participation!

Sincerely,

[NPSAS TEAM MEMBER FIRST NAME]

NPSAS Survey Team Member

[npsas@ed.gov](mailto:npsas@ed.gov)

877-225-8470

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

## Hard Refusal E-mail

**SUBJECT:** Please Reconsider Participating in NPSAS

Dear «fname»,

Recently, you declined to participate in the National Postsecondary Student Aid Study (NPSAS) «because [refusalreason]». NPSAS is a survey designed to help inform educators, researchers, and policymakers about how students and their families meet the cost of education beyond high school. We understand your hesitation, but we are hoping you will reconsider participating in this very important research conducted by the U.S. Department of Education.

We know your time is valuable—please consider some of the following reasons for participating:

- You have the **unique opportunity** to provide reliable data that otherwise would not be available for policymakers.
- Your information is **vital** in helping policymakers and researchers better understand national trends in enrollment patterns, education goals, financial aid, employment, and backgrounds of students who pursue education after high school.
- You were selected to represent other students from ««the »»NPSASschool»»//«your institution». **No one can replace you.**

You can complete the «**time**»-**minute** survey at your leisure! If you start your survey and need to stop for any reason, you can come back at another time to finish. [IF INCENTIVE ELIGIBLE: «You will receive \$«**inc\_amount**» by «PayPal or »check when finished.»]



Or log on to our secure website to participate:

<https://surveys.nces.ed.gov/npsas/>

Study ID: «caseid»

Password: «password»

For more information or to complete your survey by phone please call 877-677-2766 or respond to this e-mail. Thanks for your time.

Best,

[NPSAS TEAM MEMBER FIRST NAME]

NPSAS Survey Team Member

[npsas@ed.gov](mailto:npsas@ed.gov)

877-225-8470

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*

<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

## Changed Contacting Language E-mail

**SUBJECT:** Your recent request regarding NPSAS language preference

Hi, «fname»,

Thank you for contacting us regarding your language preferences for the National Postsecondary Student Aid Study (NPSAS) survey. You will receive all future contacts in «English»//«Spanish» «and the survey will be available in «English»//«Spanish»» per your request.

If you have any questions about the NPSAS survey, please reply to this e-mail or call our **Help Desk** at **877-677-2766**.

Thank you,

[NPSAS TEAM MEMBER FIRST NAME]

NPSAS Survey Team Member

[npsas@ed.gov](mailto:npsas@ed.gov)

877-225-8470

«caseid»

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>  
«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

## No Good Address for Check E-mail

**SUBJECT:** Your NPSAS Check

Dear «fname»,

Thank you for completing the National Postsecondary Student Aid Study (NPSAS) survey! We have attempted to send you a check as a token of our appreciation but, unfortunately, we do not have a complete address. Please respond to this e-mail with your mailing address or call us at 877-677-2766 and we will send you the check.

Thank you,

[NPSAS TEAM MEMBER FIRST NAME]

NPSAS Survey Team Member

[Npsas@ed.gov](mailto:Npsas@ed.gov)

877-225-8470

«caseid»

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>  
«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.



## Canceled PayPal E-mail

FROM: [Npsas@ed.gov](mailto:Npsas@ed.gov)

SUBJECT: Don't Forget to Claim Your NPSAS Incentive

Hi, «fname»,

Thank you again for completing your National Postsecondary Student Aid Study (NPSAS) survey! We sent you \$«inc\_amount» via PayPal to «emailaddress» as a token of our appreciation. However, your original payment was canceled by PayPal because it was not claimed within 30 days.

We will reissue the payment today. Please log into your PayPal account associated with «emailaddress» to claim your payment or look for an e-mail from PayPal, indicating that RTI International has sent you \$«inc\_amount». Please do not hesitate to contact the NPSAS Help Desk with any questions at 877-225-8470 or e-mail us at [npsas@ed.gov](mailto:npsas@ed.gov).

Best,

[NPSAS TEAM MEMBER FIRST NAME]

NPSAS Survey Team Member

877-225-8470

[npsas@ed.gov](mailto:npsas@ed.gov)

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

## Missing Incentive Data E-mail

**Subject:** Your NPSAS Incentive

Dear «fname»,

Thank you for completing your National Postsecondary Student Aid Study (NPSAS) survey! We're contacting you because we would like to send you \$«inc\_amount» as a token of our appreciation, but we do not have the necessary information from you to do so.

If you would like to receive your \$«inc\_amount», please reply to this e-mail message and indicate whether you prefer PayPal or check. If you prefer PayPal, please **provide your PayPal e-mail address**. If you prefer to receive a check, please **provide a valid mailing address**. (Allow 3-4 weeks for processing of check payments.)

Should you choose to decline your incentive, the funds will go back to the study.

Best,

[NPSAS TEAM MEMBER FIRST NAME]

NPSAS Survey Team Member

877-225-8470

[npsas@ed.gov](mailto:npsas@ed.gov)

«caseid»

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>  
«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

## No Contact E-mail

**From:** [npsas@ed.gov](mailto:npsas@ed.gov)

**Subject:** The NPSAS team is hoping to find you, «fname»

Hi, «fname»,

We've recently tried to get in touch with you about the National Postsecondary Student Aid Study (NPSAS). I hope you will take «time» **minutes** to complete your survey [IF INCENTIVE ELIGIBLE: «and receive your \$«inc\_amount»].

You can complete your survey in one of two ways:

- Online: Go to <https://surveys.nces.ed.gov/NPSAS/>  
Enter your Study ID: «caseid»  
Enter your Password: «password»
- Phone: Call 877-677-2766 and reference your Study ID: «caseid»

You can find out more about the study and confidentiality procedures at <https://nces.ed.gov/surveys/npsas/>. Or you can contact the NPSAS Help Desk at 877-677-2766 or [npsas@ed.gov](mailto:npsas@ed.gov).

Thank you in advance for your participation!

[NPSAS TEAM MEMBER FIRST NAME]

NPSAS Survey Team Member

877-225-8470

[npsas@ed.gov](mailto:npsas@ed.gov)

«caseid»

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

## Outstanding Check E-mail

**Subject:** Reminder to Cash Your NPSAS Check

Hi, «fname»,

Thank you for completing your National Postsecondary Student Aid Study (NPSAS) survey. We are e-mailing to remind you to cash your \$«inc\_amount» check we sent you.

The check will expire 90 days after it was issued, so please cash your check soon.

Let us know if you have any questions or concerns.

Thank you,

[NPSAS TEAM MEMBER FIRST NAME]

NPSAS Survey Team Member

877-225-8470

[npsas@ed.gov](mailto:npsas@ed.gov)

«caseid»

OMB Control Number: 1850-0666  
*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>  
«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

**Expired Check E-mail**

**From:** [npsas@ed.gov](mailto:npsas@ed.gov)

**Subject:** Your NPSAS Incentive

Dear «fname»,

Thank you again for completing your National Postsecondary Student Aid Study (NPSAS) survey! We sent you \$«**inc\_amount**» via check as a token of our appreciation. However, your original payment has been voided since it was not claimed within 90 days.

Please respond to this e-mail and **provide a valid mailing address**, so we can reissue your payment. (Allow 3-4 weeks for processing of check payments.)

Please do not hesitate to contact the NPSAS Help Desk with any questions at **877-677-2766** or e-mail us at [npsas@ed.gov](mailto:npsas@ed.gov).

Should you choose to decline your incentive, the funds will go back to the study.

Best,

[NPSAS TEAM MEMBER FIRST NAME]

NPSAS Survey Team Member

877-225-8470

[npsas@ed.gov](mailto:npsas@ed.gov)

OMB Control Number: 1850-0666  
*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>  
«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

**Preferred to Complete Online E-mail**

**Subject:** Participate in NPSAS Online

Hi, «fname»,

Recently, a member of our survey interviewing team spoke with you about the National Postsecondary Student Aid Study (NPSAS). During that brief phone conversation, you indicated that you would prefer to complete your survey online, and an e-mail with your survey login information was sent to you. I just wanted to touch base to make sure you received the e-mail, and to encourage you to complete your survey soon to receive your **\$«inc\_amount»**.

As a reminder, here is the information you need to complete your survey on our secure website:

<https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseID»

**Password:** «password»

If you have any questions, please contact us at 877-677-2766 or e-mail us at [npsas@ed.gov](mailto:npsas@ed.gov) and reference your Study ID: «caseID».

You can find out more about the study and confidentiality procedures at the above website, and at <https://nces.ed.gov/surveys/npsas/>.

Thank you in advance for your participation!

[NPSAS TEAM MEMBER FIRST NAME]

NPSAS Survey Team Member

877-225-8470

[npsas@ed.gov](mailto:npsas@ed.gov)

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>  
«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

## Data Collection Extension E-mail

**SUBJECT:** NPSAS Still Needs you, «fname»

«fname», we've extended NPSAS data collection to give you «and other students studying **[major]//[fieldofstudy]** » a chance to participate in this important study.

We realize your time is valuable, but remember, your survey only takes about «**time**» **minutes** and does not have to be completed all at once. [IF INCENTIVE ELIGIBLE: «We will send you \$«**inc\_amount**» for completing it.»]

You have the **unique opportunity** to provide reliable data that otherwise would not be available for policymakers. **Click the icon below to share your experiences and let your voice be heard!**



Or, log onto our secure website at <https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseid»

**Password:** «password»

If you prefer to complete your survey with a trained interviewer, please call **877-677-2766**.

We hope you will decide to participate—NPSAS won't be the same without you.

Thanks!

[INSERT MERGE FIELD FROM TABLE – SOURCE AND SIGNATORY, PAGE E-145]

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«**emailID**»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

**Data Collection Staff Prompt E-mail**

SUBJECT: Your «time»-minute NPSAS Survey

Hi, «fname»,

I work on the U.S. Department of Education's National Postsecondary Student Aid Study (NPSAS) and noticed that you have not yet completed your survey. Your participation in the survey is crucial to the success of the study as your experiences are unique!

**The NPSAS survey takes «just »«time» minutes to complete** [IF INCENTIVE ELIGIBLE: «**and you will receive \$«inc\_amount» for responding**»]. Here's the information you need to complete your survey on your computer or mobile device:

<https://surveys.nces.ed.gov/npsas>

**Study ID:** «caseid»

**Password:** «password»

Please do not hesitate to contact me with any questions or concerns.

Thanks,

[NPSAS TEAM MEMBER FIRST NAME]

NPSAS Survey Team Member

877-225-8470

[npsas@ed.gov](mailto:npsas@ed.gov)

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>  
«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

## Missing PayPal E-mail

**Subject:** Your NPSAS PayPal Payment

Hi, «fname»,

Thank you for participating in the NPSAS survey.

It looks like you forgot to give us your e-mail address for sending your \$«inc\_amount» PayPal payment.

Please reply to this e-mail and provide the e-mail address associated with your PayPal account so we may process your payment.

[NPSAS TEAM MEMBER FIRST NAME]

NPSAS Survey Team Member

877-225-8470

[npsas@ed.gov](mailto:npsas@ed.gov)

«caseid»

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

## Needs Incentive Selection E-mail (Didn't Select Incentive)

**Subject:** Your NPSAS Survey

Hi, «fname»,

We appreciate your participation in the NPSAS survey.

Our records indicate that you completed the survey but did not tell us how you would like to be paid for your participation. We want to make sure you are compensated for your time and effort.

**To select your payment method and receive your \$inc\_amount» payment:**

- Go to: <https://surveys.nces.ed.gov/npsas/>
- **Log in:**

**Study ID** = caseid

**Password** = password

Please note you will be asked a couple of questions to verify your identity prior to reaching the payment selection page.

Thank you,

[NPSAS TEAM MEMBER FIRST NAME]

NPSAS Survey Team Member

877-225-8470

[npsas@ed.gov](mailto:npsas@ed.gov)

OMB Control Number: 1850-0666



*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>  
«emailID»

Haga [clic aquí](#) para solicitar materiales de contacto en español.

## Failed PayPal Payment E-mail

**Subject:** Your NPSAS PayPal Payment

Hi, «fname»,

Thank you again for completing your National Postsecondary Student Aid (NPSAS) survey! We recently sent you \$«inc\_amount» via PayPal to «emailaddress» as a token of our appreciation. However, **your original payment failed**. The failed payment could indicate that your account is either locked or inactive.

We would like to reissue your payment. Please respond to this e-mail and let us know if you would like the payment to be sent to a different e-mail address or if you would like us to retry sending it to «emailaddress».

If you prefer to receive your payment via check, please respond to this e-mail with your current mailing address and the name you want on the check. Please do not hesitate to contact the NPSAS Help Desk with any questions at 877-225-8470 or e-mail us at [npsas@ed.gov](mailto:npsas@ed.gov).

Thank you,

[NPSAS TEAM MEMBER FIRST NAME]

NPSAS Survey Team Member

877-225-8470

[npsas@ed.gov](mailto:npsas@ed.gov)

«caseid»

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

## Returned PayPal E-mail

**Subject:** Your NPSAS PayPal Payment was Returned

Hi, «fname»,

Thank you again for completing your National Postsecondary Student Aid Study (NPSAS) survey! We recently sent you \$«inc\_amount» via PayPal to «emailaddress» as a token of our appreciation. **However, your original payment was canceled by PayPal because it was not claimed within 30 days.**

We would like to reissue your payment. Please respond to this e-mail and let us know if you would like the payment to be sent to a different e-mail address or if you would like us to retry sending it to «emailaddress». If you prefer to receive your payment via check, respond to this e-mail with your current mailing address and the name you want on the check. Please do not hesitate to contact the NPSAS Help Desk with any questions at 877-225-8470 or e-mail us at [npsas@ed.gov](mailto:npsas@ed.gov).

Thank you,

[NPSAS TEAM MEMBER FIRST NAME]

NPSAS Survey Team Member

877-225-8470

[npsas@ed.gov](mailto:npsas@ed.gov)

«caseid»

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

### **Unclaimed PayPal E-mail**

**Subject:** Claim Your NPSAS PayPal Payment

Hi, «fname»,

Thank you for completing your National Postsecondary Student Aid Study (NPSAS) survey. We are e-mailing to remind you that your **\$«inc\_amount»** PayPal payment is ready for you. We sent this payment to the e-mail address you provided, «emailaddress».

The payment will expire after 30 days, so please accept the payment soon.

Let us know if you have any problems claiming the payment.

Thank you,

[NPSAS TEAM MEMBER FIRST NAME]

NPSAS Survey Team Member

877-225-8470

[npsas@ed.gov](mailto:npsas@ed.gov)

«caseid»

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

## Unclaimed Prepaid PayPal E-mail – if incentive eligible

**Subject:** Claim Your NPSAS PayPal Payment

Hi, «fname»,

Don't forget to claim the \$«prepaid» we sent «to [emailaddress] »via PayPal in gratitude for your participation in NPSAS. The payment, sent on «paymentdate», will expire 30 days after the payment was made.

Please let us know if you have any problems claiming the payment.

[IF SURVEY NOT COMPLETED: «We also wanted to remind you to complete your «time»-minute NPSAS survey.»] [IF SURVEY NOT COMPLETED AND INCENTIVE ELIGIBLE: «When you complete your survey, «now »you will «still »receive \$«inc\_amount» as a token of our appreciation, payable by «PayPal or »check« in addition to the \$«prepaid1»//«prepaid2» we sent in advance».»]

[IF SURVEY NOT COMPLETED:



Or visit the NPSAS website and log in:  
<https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseID»

**Password:** «password»

To complete your survey by telephone call **877-677-2766**. You can find more information on the study website at <https://surveys.nces.ed.gov/npsas/>.]

Thank you,

[NPSAS TEAM MEMBER FIRST NAME]

NPSAS Survey Team Member

877-225-8470

[npsas@ed.gov](mailto:npsas@ed.gov)

«caseid»

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«emailID»

Haga [clic aquí](#) para solicitar materiales de contacto en español.

**Bad Address E-mail for Check Incentives**

**Subject:** Your NPSAS Check Payment

Hi, «fname»,

Thank you for completing your National Postsecondary Student Aid Study (NPSAS) survey! We have attempted to send you a \$«inc\_amount» check as a token of our appreciation but, unfortunately, we do not have a complete address for mailing.

Please respond to this e-mail or call 877-225-8470 and provide the name you would like on the check and your mailing address.

Thank you,

[NPSAS TEAM MEMBER FIRST NAME]

NPSAS Survey Team Member

877-225-8470

[npsas@ed.gov](mailto:npsas@ed.gov)

«caseid»

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

**Undeliverable Check E-mail**

**Subject:** Your NPSAS Check Payment

Hi, «fname»,

Thank you for completing your National Postsecondary Student Aid Study (NPSAS) survey! We have attempted to send you a \$«inc\_amount» check as a token of our appreciation but, unfortunately, it was returned as undeliverable. The original check was sent to:

«Name on check»

«Address on check»

Please respond to this e-mail or call 877-225-8470 and provide your name and correct mailing address, and we will re-mail the check to you.

Thank you,

[NPSAS TEAM MEMBER FIRST NAME]

NPSAS Survey Team Member

877-225-8470

[npsas@ed.gov](mailto:npsas@ed.gov)

«caseid»

OMB Control Number: 1850-0666

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.



**BPS:20/22 FT Panel Maintenance E-mail\***

**SUBJECT:** Update Your Contact Information for BPS

Dear «fname» «lname»:

I am pleased to inform you that you have been selected to participate in the 2020/22 Beginning Postsecondary Students Longitudinal Study (BPS), an important study that follows up with students who first enrolled in postsecondary education during the 2018-19 academic year. The National Center for Education Statistics (NCES) in the U.S. Department of Education's Institute of Education Science has contracted with RTI International to collect data for BPS on its behalf. BPS will provide policymakers, educators, and researchers with a better understanding of factors affecting enrollment and degree attainment in postsecondary education, including how students pay for college, and employment during and after college.

**Please take about 3 minutes to update your contact information «and select your preferred modes of contact »so we can contact you when data collection begins.**

You can update your information on our secure website: [«Website URL»](mailto:«Website URL») - with your unique Study ID.

**Study ID:** «caseid»

If you have any questions, encounter any difficulty on the website, or would prefer to update this information over the telephone, please call us at **877-225-8470**.

Thank you in advance for helping making BPS a success!

[Signature]

*OMB Control Number: 1850-0666*

*Learn more about our confidentiality procedures at [«Website URL»confidentiality.aspx](mailto:«Website URL»confidentiality.aspx)*

Haga [clic aqui](#) para solicitar materiales de contacto en español.

**Coronavirus Informational E-mail\***

**SUBJECT:** Update on your NPSAS survey

Dear «fname»,

We hope this email finds you safe amid the challenges of these difficult, uncertain times. We recognize how disruptive COVID-19 is to the entire education community and we understand that the health and well-being of you and your family are your top priorities.

We want you to know that the 2019-20 National Postsecondary Student Aid Study (NPSAS) data collection is continuing and, in fact, we have added several questions related to the COVID-19 pandemic that will help policymakers understand how COVID-19 has affected students' experiences at their postsecondary institution.

To automatically start the survey (available in English or Spanish), click the button below:



If you wish to go to our study website, you can log in with your Study ID and password below.

<https://surveys.nces.ed.gov/npsas/>

**Study ID:** «caseid»

**Password:** «password» (*password is case sensitive*)

If you have any questions, please do not hesitate to contact the Help Desk at 877-677-2766 or [npsas@rti.org](mailto:npsas@rti.org).

We appreciate all that you do. Please stay safe.

Many thanks,

Tracy Hunt-White, Ph.D.  
Project Officer, NPSAS  
National Center for Education Statistics  
[Tracy.Hunt-White@ed.gov](mailto:Tracy.Hunt-White@ed.gov) | 202-245-6507

Jennifer Wine, Ph.D.  
Project Director, NPSAS  
RTI International  
[jennifer@rti.org](mailto:jennifer@rti.org) | 800-823-8942



## Postcards

### Reminder Postcard 1 (To the point)

#### Outside

Congratulations! You have been selected for an important U.S. Department of Education study.

#### Inside

We recently sent you a letter asking you to complete your 2019-20 National Postsecondary Student Aid Study (NPSAS) survey. If you already completed your survey, thank you very much!

If you have not yet completed your survey, please follow these instructions to complete your <<time>>-minute survey:

Go to <a href="https://surveys.nces.ed.gov/npsas/">https://surveys.nces.ed.gov/npsas/</a>	Scan this QR code
Study ID: <<caseid>>	OR <<QRCODE>>
Password: <<password>>	

[IF INCENTIVE ELIGIBLE: <<Once you've completed your survey, we will send you \$<<inc\_amount>> to thank you for your time. >>]If you have any questions, please call 877-677-2766 or e-mail us at [npsas@ed.gov](mailto:npsas@ed.gov).

Please complete your survey as soon as possible!

Para solicitar materiales de contacto en español en el futuro, por favor llame al 877-677-2766 o envía un e-mail a [npsas@ed.gov](mailto:npsas@ed.gov).

*OMB Control Number: 1850-0666*

*Learn more about our confidentiality procedures at <https://surveys.nces.ed.gov/npsas/confidentiality.aspx>*

### Reminder Postcard 2 (Money – Sent only to sample members who are incentive eligible)\*

#### Outside

Receive \$<<inc\_amount>> by completing a survey on your education experience.

#### Inside

<<fname>>, complete your NPSAS survey and we will send you \$<<inc\_amount>>. The survey [IF ABBREVIATED OR NRFU: <<only takes <<time>> minutes!>>/ELSE: <<takes <<time>> minutes.>>]

Go to  
<https://surveys.nces.ed.gov/npsas/>

Scan this QR  
code

Enter your Study ID:

OR <<QRCODE>>

<<**caseid**>>

Enter your Password:

<<**password**>>

Once you complete your survey, we will send you \$<<inc\_amount>>!

If you have any questions, please call 877-677-2766 or e-mail us at [npsas@ed.gov](mailto:npsas@ed.gov).

Para solicitar materiales de contacto en español en el futuro, por favor llame al 877-677-2766 o envía un e-mail a [npsas@ed.gov](mailto:npsas@ed.gov).

*OMB Control Number: 1850-0666*

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

### Reminder Postcard 3 (Policy Impact)\*

#### Outside

<<fname>>, help inform policymakers by sharing your education experiences with the U.S. Department of Education.

#### Inside

Data from previous National Postsecondary Student Aid Studies (NPSAS) help policymakers, researchers, and educators better understand the issues that impact the lives of students after high school. Your responses to this year's NPSAS survey, combined with those of other students across the country, will inform education policy changes aimed at improving education experiences of all students!

Complete your survey today to help future students by logging on to <<NPSAS\_URL>> with your Study ID and password, or scan the QR code:

Go to <a href="https://surveys.nces.ed.gov/npsas/">https://surveys.nces.ed.gov/npsas/</a>	Scan this QR code
Study ID: <<caseid>>	OR <<QRCODE>>
Password: <<password>>	

[IF INCENTIVE ELIGIBLE: <<Once you complete your survey, we will send you \$<<inc\_amount>> to thank you for your time. >>]If you have any questions, please call 877-677-2766 or e-mail us at [npsas@ed.gov](mailto:npsas@ed.gov).

Para solicitar materiales de contacto en español en el futuro, por favor llame al 877-677-2766 o envía un e-mail a [npsas@ed.gov](mailto:npsas@ed.gov).

OMB Control Number: 1850-0666

Learn more about our confidentiality procedures at <https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

### Reminder Postcard 4 (Desire to Help)

#### Outside

This is your chance to help an important national education study!

#### Inside

<<fname>>, when you participate in NPSAS you will be representing yourself and thousands of other students in the United States and Puerto Rico. Let's make this study a success!

To complete the <<time>>-minute survey, go to <https://surveys.nces.ed.gov/npsas/> and log in using your unique Study ID and password, or scan the QR code:

Study ID: <<caseid>>	Scan this QR code
Password: <<password>>	OR <<QRCODE>>

[IF INCENTIVE ELIGIBLE: <<Once you complete your survey, we will send you \$<<inc\_amount>> to thank you for your time. >>]If you have any questions or would

prefer to complete your survey over the phone, please call 877-677-2766 or e-mail us at [npsas@ed.gov](mailto:npsas@ed.gov).

Para solicitar materiales de contacto en español en el futuro, por favor llame al 877-677-2766 o envía un e-mail a [npsas@ed.gov](mailto:npsas@ed.gov).

*OMB Control Number: 1850-0666*

*Learn more about our confidentiality procedures at <https://surveys.nces.ed.gov/npsas/confidentiality.aspx>*

## Reminder Postcard 5 (Money – Sent only to sample members who are incentive eligible)

### Outside

Three easy steps to receive \$<<inc\_amount>>.

### Inside

We will send you \$<<inc\_amount>> for completing your <<time>>-minute NPSAS survey! It only takes a few easy steps:

- |   |    |                         |
|---|----|-------------------------|
| 1. Go to<br><a href="https://surveys.nces.ed.gov/npsas/">https://surveys.nces.ed.gov/npsas/</a> |    | 1. Scan this QR code    |
| 2. Enter your Study ID:<br><<caseid>>   | OR | <<QRCODE>>              |
| Enter your Password:<br><<password>>  |    | 2. Complete your survey |
| 3. Complete your survey   |    |                         |

We will then send you \$<<inc\_amount>>!

If you have any questions, please call 877-677-2766 or e-mail us at [npsas@ed.gov](mailto:npsas@ed.gov).

Para solicitar materiales de contacto en español en el futuro, por favor llame al 877-677-2766 o envía un e-mail a [npsas@ed.gov](mailto:npsas@ed.gov).

*OMB Control Number: 1850-0666*

*Learn more about our confidentiality procedures at <https://surveys.nces.ed.gov/npsas/confidentiality.aspx>*

## Reminder Postcard 6 (Interesting Facts)

### Outside

Did you know? [INSERT MERGE FIELD FROM TABLE – INTERESTING FACTS POSTCARD, PAGE E-148]

### Inside

[INSERT MERGE FIELD FROM TABLE – INTERESTING FACTS POSTCARD, PAGE E-148] Let us know by completing your NPSAS survey. Your responses will be combined with data from other NPSAS participants to help policymakers and researchers better understand the experiences of students after high school.

Complete the [if abbreviated: <<short>>] <<time>>-minute survey today by logging on to <https://surveys.nces.ed.gov/npsas/> with your Study ID and password, or scan the QR code:

Go to  
<https://surveys.nces.ed.gov/npsas/>

Scan this QR  
code

OR <<QRCODE>>

Study ID: <<**caseid**>>

Password:

<<**password**>>

[IF INCENTIVE ELIGIBLE: <<Once you complete your survey, we will send you \$<<inc\_amount>> to thank you for your time. >>]If you have any questions, please call 877-677-2766 or e-mail us at [npsas@ed.gov](mailto:npsas@ed.gov).

Para solicitar materiales de contacto en español en el futuro, por favor llame al 877-677-2766 o envía un e-mail a [npsas@ed.gov](mailto:npsas@ed.gov).

*OMB Control Number: 1850-0666*

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

[INSERT SOURCE CITATION FOR FACT SELECTED ON INTERESTING FACTS TABLE, PAGE E-148]

## Reminder Postcard 7 (To the point)\*

### Outside

<<fname>>, you can help contribute to important education research.

### Inside

Data collection for NPSAS is still ongoing. If you already completed your survey, thank you very much!

If you have not yet completed the survey, you can complete the survey in one of two ways:

1. Online:

Go to

<https://surveys.nces.ed.gov/npsas/>

Scan this QR  
code

Enter your Study ID:

<<caseid>>

OR

<<QRCODE>>

Enter your Password:

<<password>>

2. Phone: Call 877-677-2766 to complete the survey over the phone.

The survey will [IF ABBREVIATED OR NRFU: <<only>>] take you <<time>> minutes. [IF INCENTIVE ELIGIBLE: <<Once you've completed your survey, we will send you \$<<inc\_amount>> to thank you for your time. >>] If you have any questions, please call 877-677-2766 or e-mail us at [npsas@ed.gov](mailto:npsas@ed.gov).

Complete your survey as soon as possible!

Para solicitar materiales de contacto en español en el futuro, por favor llame al 877-677-2766 o envía un e-mail a [npsas@ed.gov](mailto:npsas@ed.gov).

*OMB Control Number: 1850-0666*

*Learn more about our confidentiality procedures at <https://surveys.nces.ed.gov/npsas/confidentiality.aspx>*

## Reminder Postcard 8 (Interesting Facts)

### Outside

[INSERT MERGE FIELD FROM TABLE - INTERESTING FACTS POSTCARD, PAGE E-148]  
What about now?

### Inside

[INSERT MERGE FIELD FROM TABLE - INTERESTING FACTS POSTCARD, PAGE E-148] We need your participation to find out what students are experiencing in 2020. Please complete your <<time>>-minute NPSAS survey. [IF INCENTIVE ELIGIBLE:<< and we will send you \$<<inc\_amount>> to thank you for your time>>]. You can complete your survey in one of two ways:

1. Online:

Go to  
<https://surveys.nces.ed.gov/npsas/>

Enter your Study ID:

<<**caseid**>>

Enter your Password:

<<**password**>>

Scan this QR  
code

<<QRCODE>>

OR

2. Phone: Call 877-677-2766 to complete your survey over the phone.

If you have any questions, please call 877-677-2766 or e-mail us at [npsas@ed.gov](mailto:npsas@ed.gov).

Para solicitar materiales de contacto en español en el futuro, por favor llame al 877-677-2766 o envía un e-mail a [npsas@ed.gov](mailto:npsas@ed.gov).

*OMB Control Number: 1850-0666*

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

[INSERT SOURCE CITATION FOR FACT SELECTED ON INTERESTING FACTS TABLE, PAGE E-148]

### **Reminder Postcard 9 (Desire to Help)**

#### **Outside**

We need XXX more participants to reach our goal. Will you be one of them?

#### **Inside**

You are an important part of our study! Because we cannot survey everyone, you represent thousands of other students from across the country. We are counting on you!

Please complete your 2019-20 NPSAS survey [IF INCENTIVE ELIGIBLE:<< and we will send you \$<<inc\_amount>> to thank you for your time>>]. You can complete your <<time>>-minute survey in one of two ways:

1. Online:

Go to  
<https://surveys.nces.ed.gov/npsas/>

Enter your Study ID:

<<**caseid**>>

Enter your Password:

<<**password**>>

Scan this QR  
code

<<QRCODE>>

OR

2. Phone: Call 877-677-2766 to complete your survey over the phone.

If you have any questions, please call 877-677-2766 or e-mail us at [npsas@ed.gov](mailto:npsas@ed.gov).

Para solicitar materiales de contacto en español en el futuro, por favor llame al 877-677-2766 o envía un e-mail a [npsas@ed.gov](mailto:npsas@ed.gov).

*OMB Control Number: 1850-0666*

*Learn more about our confidentiality procedures at*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>



## Reminder Postcard 10 (To the point)

### Outside

Data collection ends soon. Complete your survey today.

### Inside

Only a few more [INSERT MERGE FIELD FROM TABLE - TIME FRAME TEXT, PAGE E-150] to complete your NPSAS survey. You can complete your <<time>>-minute survey in one of two ways:

1. Online:

Go to		Scan this QR
<a href="https://surveys.nces.ed.gov/npsas/">https://surveys.nces.ed.gov/npsas/</a>		code
Enter your Study ID:	OR	<<QRCODE>>
<<caseid>>		
Enter your Password:		
<<password>>		

2. Phone: Call 877-677-2766 to complete your survey over the phone.

[IF INCENTIVE ELIGIBLE: <<Once you've completed your survey, we will send you \$<<inc\_amount>> to thank you for your time.>>] If you have any questions, please call 877-677-2766 or e-mail us at [npsas@ed.gov](mailto:npsas@ed.gov).

Complete your survey as soon as possible!

Para solicitar materiales de contacto en español en el futuro, por favor llame al 877-677-2766 o envía un e-mail a [npsas@ed.gov](mailto:npsas@ed.gov).

*OMB Control Number: 1850-0666*

*Learn more about our confidentiality procedures at <https://surveys.nces.ed.gov/npsas/confidentiality.aspx>*

## Nonresponse Follow-up Announcement Postcard\*

### Outside

[IF INCENTIVE ELIGIBLE: <<Receive \$5 for 5 minutes of your time.>>]/[ELSE: <<5 minutes is all we need!>>]

### Inside

<<fname>>, we are counting on your help to make NPSAS a success! To learn about the experiences of students like yourself we have reduced your survey to only 5 minutes. Complete this short survey now[IF INCENTIVE ELIGIBLE:<<, and receive \$5>>]!

Please complete in one of two ways:

1. Online:

Go to  
<https://surveys.nces.ed.gov/npsas/>

Enter your Study ID:

<<**caseid**>>

Enter your Password:

<<**password**>>

Scan this QR  
code

OR

<<QRCODE>>

2. Phone: Call 877-677-2766 to complete your survey over the phone.

If you have any questions, please call 877-677-2766 or e-mail us at [npsas@ed.gov](mailto:npsas@ed.gov).

Para solicitar materiales de contacto en español en el futuro, por favor llame al 877-677-2766 o envía un e-mail a [npsas@ed.gov](mailto:npsas@ed.gov).

OMB Control Number: 1850-0666

Learn more about our confidentiality procedures at  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

## Abbreviated Announcement Postcard\*

### Outside

Your education survey takes now only <<time>> minutes!

### Inside

<<fname>>, we wanted to send you a reminder that your NPSAS survey is now only <<time>> minutes[INCENTIVE ELIGIBLE:<<, and you can still get \$<<inc\_amount>> when you complete your survey today>>]!

Please complete in one of two ways:

1. Online:

Go to  
<https://surveys.nces.ed.gov/npsas/>

Scan this QR  
code

Enter your Study ID:

OR <<QRCODE>>

<<**caseid**>>

Enter your Password:

<<**password**>>

2. Phone: Call 877-677-2766 to complete your survey over the phone.

If you have any questions, please call 877-677-2766 or e-mail us at [npsas@ed.gov](mailto:npsas@ed.gov).

Para solicitar materiales de contacto en español en el futuro, por favor llame al 877-677-2766 o envía un e-mail a [npsas@ed.gov](mailto:npsas@ed.gov).

*OMB Control Number: 1850-0666*

*Learn more about our confidentiality procedures at <https://surveys.nces.ed.gov/npsas/confidentiality.aspx>*

## **Phase 2 Announcement Postcard\***

### **Outside**

[INSERT MERGE FIELD FROM TABLE - INCENTIVE TEXT OUTSIDE, PAGE E-150]

### **Inside**

[INSERT MERGE FIELD FROM TABLE - INCENTIVE GROUP, PAGE E-150]

Complete online:

Go to  
<https://surveys.nces.ed.gov/npsas/>

Scan this QR  
code

Enter your Study ID:

OR <<QRCODE>>

<<**caseid**>>

Enter your Password:

<<**password**>>

Complete by phone: Call 877-677-2766 to complete your survey over the phone

If you have any questions, please call 877-677-2766 or e-mail us at [npsas@ed.gov](mailto:npsas@ed.gov).

Para solicitar materiales de contacto en español en el futuro, por favor llame al 877-677-2766 o envía un e-mail a [npsas@ed.gov](mailto:npsas@ed.gov).

*OMB Control Number: 1850-0666*

*Learn more about our confidentiality procedures at <https://surveys.nces.ed.gov/npsas/confidentiality.aspx>*

## **As Needed Postcards**

### **As Needed Postcard 1 (Policy Impact)**

#### **Outside**

You can help shape higher education policy!

#### **Inside**

Data from NPSAS helps policymakers better understand how students and their families pay for postsecondary education. By completing your survey, you can inform education policy!

To complete your survey, go to <https://surveys.nces.ed.gov/npsas/> and log in using your unique Study ID and password, or scan the QR code:

Study ID: << <b>caseid</b> >>		Scan this QR
Password: << <b>password</b> >>	OR	code
		<<QRCODE>>

[IF INCENTIVE ELIGIBLE: <<Once you complete your <<time>>-minute survey, we will send you \$<<inc\_amount>> to thank you for your time. >>]/[ELSE: <<The survey [IF ABBREVIATED or NRFU: <<only >>]takes <<time>> minutes. >>]If you have any questions or would prefer to complete the survey over the phone, please call 877-677-2766 or e-mail us at [npsas@ed.gov](mailto:npsas@ed.gov).

Para solicitar materiales de contacto en español en el futuro, por favor llame al 877-677-2766 o envía un e-mail a [npsas@ed.gov](mailto:npsas@ed.gov).

*OMB Control Number: 1850-0666*

*Learn more about our confidentiality procedures at <https://surveys.nces.ed.gov/npsas/confidentiality.aspx>*

**As Needed Postcard 2 (Money – Sent only to sample members who are incentive eligible)**

**Outside**

Complete a survey, receive \$<<inc\_amount>>!

**Inside**

You can receive \$<<inc\_amount>> for sharing your experiences and opinions with us. Simply complete a <<time>>-minute survey and we will send you \$<<inc\_amount>>. You can choose to complete your survey in one of two ways:

1. Online:

Go to  
<https://surveys.nces.ed.gov/npsas/>

Enter your Study ID:

<<**caseid**>>

Enter your Password:

<<**password**>>

Scan this QR  
code

OR

<<QRCODE>>

2. Phone: Call 877-677-2766 to complete your survey over the phone.

If you have any questions, please call 877-677-2766 or e-mail us at [npsas@ed.gov](mailto:npsas@ed.gov).

Para solicitar materiales de contacto en español en el futuro, por favor llame al 877-677-2766 o envía un e-mail a [npsas@ed.gov](mailto:npsas@ed.gov).

*OMB Control Number: 1850-0666*

*Learn more about our confidentiality procedures at <https://surveys.nces.ed.gov/npsas/confidentiality.aspx>*

## BPS:20/22 FT Panel Maintenance Postcard

**See Section 4-E in Part B for more information on the BPS:20/22 Field Test Panel Maintenance Experiment**

**[BRANDING EXPERIMENT (see Part B for more information (Section 4-E: BPS:20/22 Field Test Panel Maintenance)): <<Group 1- BPS:20/22 Design>>/<<Group 2- NPSAS:20 Design>>]**

### Outside

**[BRANDING EXPERIMENT: <<Tree of Life Logo & BPS:20/22 Design>>/<<Tree of Life and NPSAS:20 Logos (removing study identification) & NPSAS:20 Design>>]**

Reminder to update your contact information for BPS!

### Inside

**[BRANDING EXPERIMENT: << BPS:20/22 Logo & Design>>/<< NPSAS:20 and BPS:20/22 Logos & NPSAS:20 Design>>]**

Congratulations! We are reaching out to let you know that you have been selected to participate in the Beginning Postsecondary Students Longitudinal Study (BPS), an important U.S. Department of Education study that follows up with students who first enrolled in postsecondary education during the 2018-19 school year.

[IF COMPLETED NPSAS: << You may remember participating in the 2019-20 National Postsecondary Student Aid Study (NPSAS) <<timesince>> ago, and we would like to follow up with you.>>] [IF DIDN'T COMPLETE NPSAS: <<You missed the opportunity to participate in the 2019-20 National Postsecondary Student Aid Study (NPSAS), but you have a new opportunity with BPS to inform education policy by providing information about factors related to who stays in college and who drops out>>].

Data collection will begin <<datefill>>. To ensure we can get in touch with you at that time, we are asking you to update your contact information and provide your contacting preferences. Please provide this information by:

1. Going online to: [https://surveys.nces.ed.gov/bps/update\\_contact.aspx](https://surveys.nces.ed.gov/bps/update_contact.aspx)  
Log on using your Study ID: <<CaseID>>  
OR
2. Complete and mail back the **attached form** with your current contact information.

### **BPS:20/22 Contact Information Form**

If you have questions about BPS, please contact Michael Bryan, the RTI Study Director, at 877-677-2766 or e-mail us at xxx@xxx.xxx.

<<caseid>>

First name

Middle name

Last name

Former name

Cell phone    home phone

E-mail address

Secondary e-mail address  
 Address  
 Address line 2  
 City                    state                    zip code

Because your participation is very important, and we understand there are many demands on your time, we will periodically send reminders to complete your survey. Please indicate which of the following is your preferred method for survey reminder communications.

Your participation is very important, but we know there are many demands on your time. We will periodically send reminders for you to complete the NPSAS survey via e-mail, mail, phone, and text messages. For each of the following please indicate your preferences for survey reminder communications regarding NPSAS:20.

**[RANDOMIZE OPTIONS]**

	<b>Preferred less</b>	<b>No opinion</b>	<b>Preferred more</b>
<b>E-mail</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Mail</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Text</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Phone</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Calls</b>			

Upon completion, seal this card with the adhesive below and place in outgoing mail.

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NCES is authorized to conduct the 2020/22 Beginning Postsecondary Students Longitudinal Study by the Education Sciences Reform Act of 2002 (ESRA 2002, 20 U.S.C. §9543), and to collect students' education records from educational agencies or institutions for the purpose of evaluating federally supported education programs under the Family Educational Rights and Privacy Act (FERPA, 34 CFR §§ 99.31(a)(3)(iii) and 99.35). The data are being collected for NCES by RTI International, a U.S.-based nonprofit research organization.

All of the information you provide may be used only for statistical purposes and may not be disclosed, or used, in identifiable form, for any other purpose except as required by law (20 U.S.C. §9573 and 6 U.S.C. §151).

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this voluntary information collection is 1850-0666. The time required to complete this information collection is estimated to average approximately 3 minutes per survey response, including the time to review instructions, gather the data needed, and complete and review the information collection. If you have any comments concerning the accuracy of the time estimate, suggestions for improving this survey, or any comments or concerns regarding the status of your individual submission of this survey, please write directly to: The 2020/22 Beginning Postsecondary Students Longitudinal Study (BPS:20/22), National Center for Education Statistics, Potomac Center Plaza, 550 12th St., SW, Room 4037, Washington, DC 20202. OMB Clearance No: 1850-0666  
 Expiration Date: xx/xx/xxxx

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## **Text Message Reminders**

### **Data Collection Announcement Text\***

US DEPT OF EDUC: <<fname>>, you have been selected for the U.S. Department of Education's 2019-20 National Postsecondary Student Aid Study. [IF INCENTIVE ELIGIBLE: <<You'll receive <<inc\_amount>> for participating.>>] Click here to take your survey: [bitly link]. Reply STOP to opt out of future text messages. Responde "Español" para solicitar este mensaje en español.

### **Text Message Reminder 1\***

US DEPT OF EDUC: Hi «fname». Increase our understanding of college students' experiences. Log on to take your NPSAS survey [IF INCENTIVE ELIGIBLE:<<and <<now>> you'll <<still>> receive \$<<inc\_amount>>]. Take the survey at: [bitly link]. Reply STOP to opt out of future text messages. Responde "Español" para solicitar este mensaje en español.

### **Text Message Reminder 2**

US DEPT OF EDUC: «fname», complete your NPSAS survey to represent other students at «the» «NPSASschool». Go to [bitly link] to take the survey [IF INCENTIVE ELIGIBLE:<<and <<now>><<still> receive \$<<inc\_amount>> as a token of our appreciation>>]. Reply STOP to opt out of future text messages. Responde "Español" para solicitar este mensaje en español.

### **Alternative Text 2 (if we cannot use NPSAS school insert)**

US DEPT OF EDUC: «fname», complete your NPSAS survey to represent other students at your institution. Go to [bitly link] to take the survey [IF INCENTIVE ELIGIBLE:<<and <<now>><<still>>receive \$<<inc\_amount>> as a token of our appreciation>>]. Reply STOP to opt out of future text messages. Responde "Español" para solicitar este mensaje en español.

### **Text Message Reminder 3**

US DEPT OF EDUC: Your Dept. of Education NPSAS survey is still available, «fname». [IF INCENTIVE ELIGIBLE: <<When you participate <<now>> you will <<still>> receive \$<<inc\_amount>>.>>]. Click this link to take the survey: [bitly link]. Reply STOP to opt out of future text messages. Responde "Español" para solicitar este mensaje en español.

### **Text Message Reminder 4**

US DEPT OF EDUC: <<Fname>>, don't forget to complete your <<time>>-minute NPSAS survey conducted by the U.S. Department of Education [IF INCENTIVE ELIGIBLE: <<for \$<<inc\_amount>>>>]! Complete it today by clicking here: [bitly link]. Reply STOP to opt out of future text messages. Responde "Español" para solicitar este mensaje en español.

### **Text Message Reminder 5**

US DEPT OF EDUC: <<Fname>>, go to [bitly link] or call 877-677-2766 to complete your <<time>>-minute NPSAS survey [IF INCENTIVE ELIGIBLE:<<and



<<now>><<still>> receive \$<<inc\_amount>>>>]. Reply STOP to opt out of future text messages. Responde “Español” para solicitar este mensaje en español.

#### **Text Message Reminder 6**

US DEPT OF EDUC: <<Fname>>, you can complete your <<time>>-minute NPSAS survey on your mobile device [IF INCENTIVE ELIGIBLE:<<and <<now>><<still>> receive \$<<inc\_amount>>>>]! Go to [bitly link] or call 877-677-2766. Reply STOP to opt out of future text messages. Responde “Español” para solicitar este mensaje en español.

#### **Text Message Reminder 7\***

US DEPT OF EDUC: <<Fname>>, your participation in NPSAS helps inform policy on postsecondary education issues such as student loans. Click here [bitly link] to begin your <<time>>-minute survey [IF INCENTIVE ELIGIBLE:<<and <<now>><<still>> receive \$<<inc\_amount>>>>]. Reply STOP to opt out of future text messages. Responde “Español” para solicitar este mensaje en español.

#### **Text Message Reminder 8\***

US DEPT OF EDUC: Your <<time>>-minute NPSAS survey is easy to complete, <<fname>>![IF INCENTIVE ELIGIBLE: << Once you complete your survey you <<now>> will <<still>> receive \$<<inc\_amount>>>>]. Click here to get started: [bitly link]. Reply STOP to opt out of future text messages. Responde “Español” para solicitar este mensaje en español.

#### **Text Message Reminder 9**

US DEPT OF EDUC: <<fname>>, take part in important research when you participate in NPSAS! Complete your <<time>>-minute survey [IF INCENTIVE ELIGIBLE:<<and <<now>><<still>> receive your \$<<inc\_amount>>>>] by clicking here: [bitly link]. Reply STOP to opt out of future text messages. Responde “Español” para solicitar este mensaje en español.

#### **Text Message Reminder 10**

US DEPT OF EDUC: <<fname>>, you can view results from previous NPSAS surveys here: [link to infographic]. Click here to participate: [bitly link]. Reply STOP to opt out of future text messages. Responde “Español” para solicitar este mensaje en español.

#### **Text Message Reminder 11**

US DEPT OF EDUC: <<fname>>, we still need to hear from students [IF MAJOR/FIELD OF STUDY AVAILABLE: <<studying <<major>>/<<field of study>> >>] like you! Take your NPSAS survey today [IF INCENTIVE ELIGIBLE:<< and <<now>><<still>> receive \$<<inc\_amount>>]: [bitly link]. Reply STOP to opt out of future text messages. Responde “Español” para solicitar este mensaje en español.

#### **Alternative Text Message Reminder 11 (If we cannot use major/field of study as a fill)**

US DEPT OF EDUC: <<fname>>, we still need to hear from students like you! Take your NPSAS survey today [IF INCENTIVE ELIGIBLE:<< and <<now>><<still>> receive \$<<inc\_amount>>]: [bitly link]. Reply STOP to opt out of future text messages. Responde “Español” para solicitar este mensaje en español.

### **Text Message Reminder 12**

US DEPT OF EDUC: <<fname>>, please join others from «the» «NPSASschool» who have participated in NPSAS by taking your survey here: [bitly link]. Reply STOP to opt out of future text messages. Responde “Español” para solicitar este mensaje en español.

### **Alternative Text 12 (If we cannot use the NPSAS school insert)**

US DEPT OF EDUC: <<fname>>, please join others from your institution who have participated in NPSAS by taking your survey here: [bitly link]. Reply STOP to opt out of future text messages. Responde “Español” para solicitar este mensaje en español.

### **Text Message Reminder 13\***

US DEPT OF EDUC: <<fname>>, help policymakers better understand how students and their families meet the cost of education beyond high school [IF INCENTIVE ELIGIBLE:<< and <<now>><<still>> receive \$<<inc\_amount>>>>]. Click here: [bitly link]. Reply STOP to opt out of future text messages. Responde “Español” para solicitar este mensaje en español.

### **Text Message Reminder 14**

US DEPT OF EDUC: Share your experiences with the U.S. Department of Education, <<fname>>. Please take <<time>> minutes to complete your NPSAS survey [IF INCENTIVE ELIGIBLE:<<and <<now>><<still>> receive \$<<inc\_amount>>>>]: [bitly link]. Reply STOP to opt out of future text messages. Responde “Español” para solicitar este mensaje en español.

### **Text Message Reminder 15**

US DEPT OF EDUC: <<fname>>, we still need <<xx>> participants to make NPSAS a success - we need your help today! Take the survey [IF INCENTIVE ELIGIBLE:<<and <<now>><<still>> receive your \$<<inc\_amount>>>>] by clicking here: [bitly link]. Reply STOP to opt out of future text messages. Responde “Español” para solicitar este mensaje en español.

### **Text Message Reminder 16**

US DEPT OF EDUC: Do you have <<time>> minutes, <<fname>>? Please consider taking your NPSAS survey today on your mobile device [IF INCENTIVE ELIGIBLE:<<to <<now>><<still>> receive your \$<<inc\_amount>>, payable via PayPal or check>>]: [bitly link]. Reply STOP to opt out of future text messages. Responde “Español” para solicitar este mensaje en español.

### **Text Message Reminder 17**

US DEPT OF EDUC: «fname», we’ve been contacting you and other «studenttype» students about participating in NPSAS! Please consider taking your <<time>>-minute survey [IF INCENTIVE ELIGIBLE:<<for \$<<inc\_amount>>>>] here: [bitly link]. Reply STOP to opt out of future text messages. Responde “Español” para solicitar este mensaje en español.

### **Alternative Text 17 (If not using student\_type fill)**

US DEPT OF EDUC: «fname», we've been contacting you and other students about participating in NPSAS! Please consider taking your <<time>>-minute survey [IF INCENTIVE ELIGIBLE:<<for \$<<inc\_amount>>] here: [bitly link]. Reply STOP to opt out of future text messages. Responde "Español" para solicitar este mensaje en español.

### **Text Message Reminder 18**

US DEPT OF EDUC: NPSAS won't be a success without you, «fname»! We still need your help [IF INCENTIVE ELIGIBLE:<<- and <<now>> you'll <<still>> receive \$<<inc\_amount>> for <<time>> minutes of your time>>]. Click here to begin: [bitly link]. Reply STOP to opt out of future text messages. Responde "Español" para solicitar este mensaje en español.

### **Text Message Reminder 19**

US DEPT OF EDUC: Your experiences at «the» «NPSASschool» are unique, <<fname>>, and no one can replace you in the NPSAS survey. Complete your <<time>>-minute survey [IF INCENTIVE ELIGIBLE:<< for \$<<inc\_amount>>>>] here: [bitly link]. Reply STOP to opt out of future text messages. Responde "Español" para solicitar este mensaje en español.

### **Alternative Text 19 (If we cannot use the NPSAS school insert)**

US DEPT OF EDUC: Your experiences are unique, <<fname>>, and no one can replace you in the NPSAS survey. Complete your <<time>>-minute survey [IF INCENTIVE ELIGIBLE:<< for \$<<inc\_amount>>>>] here: [bitly link]. Reply STOP to opt out of future text messages. Responde "Español" para solicitar este mensaje en español.

### **Text Message Reminder 20**

US DEPT OF EDUC: «fname» - your <<time>>-minute NPSAS survey [IF INCENTIVE ELIGIBLE:<<and \$<<inc\_amount >>] won't be available for much longer. Go to [bitly link] to begin now. Reply STOP to opt out of future text messages. Responde "Español" para solicitar este mensaje en español.

### **Text Message Reminder 21 (Day Before Final Day)**

US DEPT OF EDUC: «fname», tomorrow is the last day to participate in NPSAS! [IF INCENTIVE ELIGIBLE:<< You <<now>> will <<still>> receive \$<<inc\_amount>>! >>] Take your survey by clicking here: [bitly link]. Reply STOP to opt out of future text messages. Responde "Español" para solicitar este mensaje en español.

### **Text Message, Reminder 22 (Last Day)\***

US DEPT OF EDUC: «fname», today is the LAST DAY to complete your <<time>>-minute NPSAS survey [IF INCENTIVE ELIGIBLE:<<and <<now>><<still>>> receive \$<<inc\_amount>>>>]! Click here to begin: [bitly link]. Reply STOP to opt out of future text messages. Responde "Español" para solicitar este mensaje en español.

### **Nonresponse Follow-Up Text Message Reminder**

US DEPT OF EDUC: Hi «fname». Your NPSAS survey is now less than <<number\_questions>> easy questions[IF INCENTIVE ELIGIBLE:<< and <<now>>

you'll <<still>> get \$<<inc\_amount>> as a thank you>>]! Take the survey by clicking here: [bitly link]. Reply STOP to opt out of future text messages. Responde "Español" para solicitar este mensaje en español.

#### **Nonresponse Follow-Up Via Text Announcement\***

US DEPT OF EDUC: Hi «fname». Your NPSAS survey is now less than <<number\_questions>> easy questions[IF INCENTIVE ELIGIBLE:<< and <<now>> you'll <<still>> get \$<<inc\_amount>> as a thank you>>]! Take the survey by responding START to this text. Reply STOP to opt out of future text messages. Responde "Español" para solicitar este mensaje en español.

#### **Nonresponse Follow-Up Via Text Announcement 2**

US DEPT OF EDUC: Hi «fname». Just a reminder that your NPSAS survey is now less than <<number\_questions>> easy questions[IF INCENTIVE ELIGIBLE:<< and <<now>> you'll <<still>> get \$<<inc\_amount>> as a thank you>>]! Reply START to take the survey. Reply STOP to opt out of future text messages. Responde "Español" para solicitar este mensaje en español.

#### **Text Message Reminder (Abbreviated)\***

US DEPT OF EDUC: Great news, «fname» - your NPSAS survey <<now>> only takes <<time>> minutes[IF INCENTIVE ELIGIBLE:<< and <<now>> you'll <<still>> receive \$<<inc\_amount>> in addition to the \$«prepaid1»/«prepaid2» we sent in advance« via PayPal»/« via mail»»]! Click here [<<to begin>>]: [bitly link]. Reply STOP to opt out of future text messages. Responde "Español" para solicitar este mensaje en español.

#### **Group 1, Phase 2 Additional \$10 Prepaid Incentive Text\***

US DEPT OF EDUC: <<fname>>, your participation in NPSAS is important, [IF PAYPAL PREPAID:so we sent you \$«prepaid2» via PayPal; IF CASH: so we are sending you \$«prepaid2» via mail]. [IF PAYPAL PREPAID: «If you would prefer to receive the \$«prepaid2» via check, please contact us at npsas@rti.org or 800-723-8942.»] Complete your survey to receive an additional \$<<inc\_amount>>. Click here to start: [bitly link]. Reply STOP to opt out of future text messages. Responde "Español" para solicitar este mensaje en español.

#### **As Needed Texts**

##### **Data Collection Extension Text Reminder**

US DEPT OF EDUC: «fname», your <<time>>-minute NPSAS survey has been extended until <<end\_mm\_dd>> because your participation is so important! Click here to begin: [bitly link][IF INCENTIVE ELIGIBLE:<< and <<now>><<still>> receive \$<<inc\_amount>>>>]. Reply STOP to opt out of future text messages. Responde "Español" para solicitar este mensaje en español.

##### **4th of July Text Reminder**

US DEPT OF EDUC: Happy 4th of July, <<fname>>! Please share your experiences with NPSAS[IF INCENTIVE ELIGIBLE:<< and <<now>><<still>> receive \$<<inc\_amount>>]. Click here to go directly into the survey from your mobile device:

[bitly link]. Reply STOP to opt out of future text messages. Responde “Español” para solicitar este mensaje en español.

### **Saint Patrick's Day Text (Incentive-eligible sample only)**

US DEPT OF EDUC: <<fname>>, you are in luck this Saint Patrick's Day! Complete your <<time>>-minute NPSAS survey and <<now>><still>> receive [IF INCENTIVE ELIGIBLE:<<\$<<inc\_amount>>>>] as a thank you. Click here to take the survey: [bitly link]. Reply STOP to opt out of future text messages. Responde “Español” para solicitar este mensaje en español.

### **Thanksgiving Day Text Reminder**

US DEPT OF EDUC: The NPSAS team wishes you a Happy Thanksgiving, <<fname>>! We hope you have time to complete your <<time>>-minute NPSAS survey to <<now>><still>> receive [IF INCENTIVE ELIGIBLE:<<\$<<inc\_amount>>>>]. Click here to start: [bitly link]. Reply STOP to opt out of future text messages. Responde “Español” para solicitar este mensaje en español.

### **Interruption in Data Collection – Notice**

US DEPT OF EDUC: <<fname>>, the NPSAS survey is temporarily suspended <<for <<REASON FOR INTERRUPTION>>>>and you will not be able to complete the survey until further notice. We will notify you once the website is back online. We apologize for any inconvenience. Reply STOP to opt out of future text messages. Responde “Español” para solicitar este mensaje en español.

### **Interruption in Data Collection – Resume**

US DEPT OF EDUC: <<fname>>, we are happy to inform you that the NPSAS survey has been re-opened and you can once again log in to complete your NPSAS survey. Click here to start: [bitly link]. Reply STOP to opt out of future text messages. Responde “Español” para solicitar este mensaje en español.

### **Hard Refusal (Not a stop text refusal)**

US DEPT OF EDUC: <<fname>>, recently you declined to participate in NPSAS. We hope you will reconsider and support this important research. If you still have concerns, please contact us at [npsas@ed.gov](mailto:npsas@ed.gov) or 877-677-2766. Click here to participate: [bitly link]. Reply STOP to opt out of future text messages. Responde “Español” para solicitar este mensaje en español.

### **No Good Address for Payment (For those who completed using text password)**

US DEPT OF EDUC: <<fname>>, we attempted to send you a check for your participation in NPSAS, but we do not have a valid mailing address. Please contact us at [npsas@ed.gov](mailto:npsas@ed.gov) to update your mailing address. Reply STOP to opt out of future text messages. Responde “Español” para solicitar este mensaje en español.

### **Canceled Paypal Text (For those who completed using text password and selected Paypal for incentive)**

US DEPT OF EDUC: <<fname>>, we attempted to send you \$<<inc\_amount>> via PayPal for completing your NPSAS survey, but the payment has expired. We will reissue your payment to the email address you provided or contact us at

[npsas@ed.gov](mailto:npsas@ed.gov) to update the e-mail address for your payment. Reply STOP to opt out of future text messages. Responde “Español” para solicitar este mensaje en español.

#### **Missing Incentive Data Text (For those who completed using text password)**

US DEPT OF EDUC: <<fname>>, we would like to send you \$<<inc\_amount>> for completing your NPSAS survey, but do not have the necessary information to do so. Please contact us at [npsas@ed.gov](mailto:npsas@ed.gov) to update this information. Reply STOP to opt out of future text messages. Responde “Español” para solicitar este mensaje en español.

#### **Opted into Receiving Texts During Data Collection Via CATI or E-Mail**

US DEPT OF EDUC: <<fname>>, you indicated you would like text reminders regarding the NPSAS survey. You can complete your <<time>>-min survey [IF INCENTIVE ELIGIBLE:<<and <<now>><<still>> receive your \$<<inc\_amount>> incentive>>] here: [bitly link]. Reply STOP to opt out of future text messages. Responde “Español” para solicitar este mensaje en español.

#### **Changed Contacting Language Text**

US DEPT OF EDUC: <<fname>>, you recently requested to have materials regarding the NPSAS survey sent to you in <<English/Spanish>>. If you did not make this request, please contact us at [npsas@ed.gov](mailto:npsas@ed.gov) or 877-677-2766. Reply STOP to opt out of future text messages. Responde “Español” para solicitar este mensaje en español.

#### **Auto-Reply**

US DEPT OF EDUC: This is an automated reply. Please contact us at [npsas@ed.gov](mailto:npsas@ed.gov) or 877-677-2766 for any questions or additional information. Responde “Español” para solicitar este mensaje en español.

#### **BPS:20/22 Field Test Panel Maintenance Initial Contact Text**

US DEPT OF EDUC: <<fname>>, you have been selected for the U.S. Department of Education’s 2020/22 Beginning Postsecondary Students Longitudinal Study (BPS)! Data collection begins <<soon>>/ <<in MM>>. Please go to [bitly link] to update your contact information. Reply STOP to opt out of future text messages. Responde “Español” para solicitar este mensaje en español.

#### **Coronavirus Informational SMS Text\***

US DEPT OF EDUC: While we understand you may not be able to participate in NPSAS:20 at this time due to the COVID-19 pandemic, the survey remains open. If you are able to participate, your responses will help us understand how the pandemic is affecting students. Click here to begin: [bitly link]. Reply STOP to opt out of future text messages. Responde “Español” para solicitar este mensaje en español.

## Interesting Facts – Trend Data

### Undergraduate – All Nongraduate Students (2-year and 4-year institutions)

Percentage of undergraduate students who received financial aid:

- 50% in 1996
- 55% in 2000
- 63% in 2004
- 66% in 2008
- 71% in 2012
- 72% in 2016

Text statements:

- Over 20 years of NPSAS surveys, the percentage of undergraduate students who received financial aid (including all grants, loans, work-study, and other types of aid from federal, state, institutional, and outside sources) increased 22 percentage points from 50 percent in 1996 to 72 percent in 2016. How will undergraduates pay for education in the future?
- The percentage of undergraduate students who received financial aid (including all grants, loans, work-study, and other types of aid from federal, state, institutional, and outside sources) in 2016 was 1.5 times that of the percentage who received financial aid in 1996.
- Between 1996 and 2016, the percentage of undergraduate students who received financial aid (including all grants, loans, work-study, and other types of aid from federal, state, institutional, and outside sources) increased from 50% to 72%.
- In 2016, 72% of undergraduate students received financial aid (including all grants, loans, work-study, and other types of aid from federal, state, institutional, and outside sources). This is up from 50% in 1996. How will undergraduates pay for education in the future?

Percentage of undergraduate students enrolled in a bachelor's degree program:

- 42% in 1996
- 45% in 2000
- 47% in 2004
- 46% in 2008
- 46% in 2012
- 47% in 2016

Text statements:

- In 2016, 47% of undergraduate students were enrolled in a bachelor's degree program. This is an increase since 1996 when 42% of undergraduate students were enrolled in a bachelor's degree program.

Percentage of undergraduate students identifying as employees who decided to enroll in school:

- 37% in 1996
- 30% in 2000
- 26% in 2004
- 32% in 2008
- 32% in 2012

- 26% in 2016

Text statements:

- Over 20 years of NPSAS, the percentage of undergraduate students who were employed and decided to enroll in school decreased by 11% from 37% in 1996 to 26% in 2016. Help us understand what types of undergraduate students are enrolled in 2020.
- Between 1996 and 2016, the percentage of undergraduate students who were employed and decided to enroll in school has decreased from 37% to 26%.
- In 2016, 26% of students were employed when they enrolled in school. This is down from 37% in 1996. Help us understand what types of undergraduate students are enrolled in 2020.

Percentage of undergraduate students who studied abroad:

- 5% in 2016

Text statements:

- In 2016, 5% of all undergraduate students had studied abroad. What will this rate be in 2020?

Percentage of undergraduate students who changed their majors one or more times:

- 28% in 2012
- 32% in 2016

Text statements:

- Between 2012 and 2016, the percentage of all undergraduate students who changed their major at least once increased by 4 percentage points. Will this upward trend continue in 2020?
- In 2016, 32% of undergraduate students changed their major at least once. This was up from 28% in 2012. Will this upward trend continue in 2020?

Percentage of undergraduate students who identified as students of color:

- 26% in 1996
- 34% in 2000
- 37% in 2004
- 39% in 2008
- 42% in 2012
- 47% in 2016

Text statements:

- Over 20 years of NPSAS surveys, the percentage of undergraduate students who identified as students of color increased by 21 percentage points from 26% in 1996 to 47% in 2016. Will this upward trend continue in 2020?
- In 2016, 47% of undergraduate students identified as students of color. This is up from 26% in 1996. Will this upward trend continue in 2020?

Percentage of undergraduate students who attended more than one institution:

- 4% in 1996
- 6% in 2000
- 7% in 2004
- 8% in 2008
- 8% in 2012



- 10% in 2016

Text statements:

- Between 1996 and 2016, the percentage of all undergraduate students who attended more than one institution increased from 4% to 10%. Will this upward trend continue in 2020?
- Over the last 20 years, the percentage of all undergraduate students who attended more than one institution increased by 6 percentage points[<<, from 4% in 1996 to 10% in 2016>>].
- In 2016, 10% of all undergraduate students attended more than one institution. This is up from 4% in 1996. Will this upward trend continue in 2020?

Percentage of students for whom English is not their primary language:

- 12% in 2004
- 14% in 2008
- 18% in 2012
- 22% in 2016

Text statements:

- Since 2004, the percentage of undergraduate students for whom English is not their primary language has increased by 10 percentage points[<<, from 12% in 2004 to 22% in 2016>>]. Help us understand what types of undergraduate students are enrolled in 2020.
- In 2016 the percentage of undergraduate students for whom English is not their primary language was nearly two times the percentage in 2004.
- In 2016, 22% of undergraduate students spoke a primary language other than English. This is up from 12% in 2004. Help us understand what types of undergraduate students are enrolled in 2020.

Percentage of undergraduate students who worked while enrolled:

- 2000- 80%
- 2004- 78%
- 2008- 79%
- 2012- 66%
- 2016- 64%

Text statements:

- Over 16 years of NPSAS surveys, the percentage of undergraduate students who worked while enrolled decreased by 16 percentage points[<<, from 80% in 2000 to 64% in 2016>>]. Help us understand what types of undergraduate students are enrolled in 2020.
- In 2016, 64% of undergraduate students worked while enrolled, down from 80% in 2000.
- Help us understand what types of undergraduate students are enrolled in 2020.

Percentage of undergraduate students who worked part time while enrolled

- 2000- 42%
- 2004- 44%
- 2008- 44%

- 2012- 39%
- 2016- 38%

Text statements:

- In 2016, 38% of undergraduate students worked part time while enrolled; this is down from 42% in 2000. Help us understand what types of undergraduate students are enrolled in 2020.

Percentage of undergraduate students that worked full time while enrolled

- 2000- 38%
- 2004- 34%
- 2008- 35%
- 2012- 27%
- 2016- 25%

Text statements:

- Since 2000, the percentage of undergraduate students who worked full time while enrolled decreased by 13 percentage points[<<, from 38% in 2000 to 25% in 2016>>]. Help us understand what types of undergraduate students are enrolled in 2020.
- In 2016, 25% of undergraduate students worked full time while enrolled; this is down from 38% in 2000. Help us understand what types of undergraduate students are enrolled in 2020.

## Graduate

Percentage of graduate students who attended school exclusively full time:

- 36% in 1996
- 40% in 2000
- 37% in 2004
- 40% in 2008
- 47% in 2012
- 43% in 2016

Text statements:

- Over 20 years of NPSAS surveys, the percentage of graduate students who attended full time increased by 7 percentage points[<<, from 36% in 1996 to 43% in 2016>>]. Help us understand what types of undergraduate students are enrolled in 2020.
- In 2016, 1.2 times the percentage of graduate students who attended school full time than graduate students in 1996.
- Between 1996 and 2016, the percent of full-time graduate students increased from 36% to 43%.
- In 2016, 43% of graduate students attended full time. This is up from 36% in 1996. Help us understand what types of undergraduate students are enrolled in 2020.

Percentage of graduate students who began graduate school more than a year after completing their bachelor's degree:

- 19% in 1996
- 20% in 2000
- 19% in 2004

- 19% in 2008
- 17% in 2012
- 18% in 2016

Text statements:

- Over 20 years of NPSAS surveys, the percentage of students who began graduate school more than a year after completing their bachelor's degree has remained the same. Will this trend continue in 2020?

Percentage of graduate students who were students of color:

- 16% in 1996
- 29% in 2000
- 32% in 2004
- 34% in 2008
- 36% in 2012
- 41% in 2016

Text statements:

- Over 20 years of NPSAS surveys, the percentage of graduate students who are students of color increased by 25 percentage points[<<, from 16% in 1996 to 41% in 2016>>]. Will this upward trend continue in 2020?
- In 2016, 41% of graduate students are students of color. This is up from 16% in 1996. Will this upward trend continue in 2020?

Percentage of graduate students who worked while enrolled

- 1996- 79%
- 2000- 81%
- 2004- 81%
- 2008- 87%

Text statements:

- Between 1996 and 2008, the percentage of graduate students who worked while enrolled increased by 8 percentage points. What will the 2019-20 NPSAS survey tell us about students in graduate school?
- In 2008, 87% of graduate students worked while enrolled, up from 79% in 1996. What will the 2019-20 NPSAS survey tell us about students in graduate school?

**Associate's degrees/nontraditional students (Varname: UGDEGAA)**

**% of undergraduate students working on an associate degree (UGDEGAA)**

- 36% in 2004
- 41% in 2008
- 42% in 2012

Text statements:

- From 2004 to 2012 the percentage of undergraduate students who are working on an associate degree has increased 6 percentage points. Will this trend continue in 2020?
- Between 2004 and 2012, the percentage of undergraduate students who were working on an associate degree increased from 36% to 42%.
- In 2012, 42% of undergraduate students were working on an associate degree. This was up from 36% in 2004. What will the 2020 NPSAS survey tell us?

### **% of associate degree students who had at least one parent with an associate degree or higher (PAREduc)**

- 45% in 2004
- 41% in 2008
- 52% in 2012

Text statements:

- From 2004 to 2012 the percentage of associate degree seeking students who had at least one parent with an associate degree or higher increased 7 percentage points. Will this trend continue in 2020?
- Between 2004 and 2012, the percentage of associate degree seeking students who had at least one parent with an associate degree or higher increased from 45% to 52%.
- In 2012, 52% of associate seeking degree students who had at least one parent with an associate degree or higher. This was up from 45% in 2004. What will the 2020 NPSAS survey tell us?

### **% of associate degree students who are students of color (RACE)**

- 41% in 2004
- 42% in 2008
- 46% in 2012

Text statements:

- From 2004 to 2012 the percentage of associate degree seeking students who identified as students of color increased 5 percentage points. Will this trend continue in 2020?
- Between 2004 and 2012, the percentage of associate degree seeking students who identified as students of color increased from 41% to 46%.
- In 2012, 46% of associate degree seeking students identified as students of color. This was up from 41% in 2004. What will the 2020 NPSAS survey tell us?

### **% of associate degree students who received some financial aid (TOTALID)**

- 38% in 1996
- 44% in 2000
- 55% in 2004
- 57% in 2008
- 64% in 2012
- 64% in 2016

Text statements:

- From 1996 to 2016 the percentage of associate degree seeking students who received financial aid (including all grants, loans, work-study, and other types of aid from federal, state, institutional (including work study), and outside sources) increased 26 percentage points. Will this trend continue in 2020?
- Between 1996 and 2016, the percentage of associate degree seeking students who received financial aid (including all grants, loans, work-study, and other types of aid from federal, state, institutional (including work study), and outside sources) increased from 38% to 64%.
- In 2016, 64% of percentage of associate degree seeking students received financial aid (including all grants, loans, work-study, and other types of aid from

federal, state, institutional (including work study), and outside sources). This was up from 38% in 1996. What will the 2020 NPSAS survey tell us?

## Video Scripts – Meet the NPSAS Expert

### Script 1

[INSERT MERGE FIELD FROM TABLE – VIDEO SCRIPTS MERGE FIELDS (ROLE), PAGE E-150] According to the College Board Annual Survey of Colleges, the cost of college has increased at a faster rate than inflation throughout my lifetime and has become a huge factor in students’ decision making about how students will pay for postsecondary education. NPSAS allows us to better understand the different ways that students and their families manage these costs. For example, NPSAS has shown us that there has been an increase in the percentage of students who receive financial aid over the last 20 years. Your participation in NPSAS is critical in illuminating trends just like this and adding to higher education research. You are an important part of our study! Because we cannot survey everyone, you represent thousands of other students from across the United States and we are counting on you. [IF VIDEO INCLUDED IN E-MAIL: «Participating is easy, simply use the login information provided in the e-mail to get started today!»][IF VIDEO INCLUDED ON WEBSITE: «I hope you will login to participate today.»]

### Script 2

[INSERT MERGE FIELD FROM TABLE – VIDEO SCRIPTS MERGE FIELDS (ROLE), PAGE E-150] Student participation in NPSAS is important because the data are used to inform conversations around financial aid decisions, especially surrounding student loan debt, and have real implications for students and families. In 2016, NPSAS showed us that about 42 million undergraduates took out loans to pay for school. We need your participation in order to get an accurate look at debt in 2020. Your participation in NPSAS is important because it helps policymakers better understand how students and their families pay for postsecondary education. [IF VIDEO INCLUDED IN E-MAIL: «I hope you’ll complete your survey today using the login information provided in the e-mail to help inform education policy!»] [IF VIDEO INCLUDED ON WEBSITE: «I hope you will login to participate today.»]

### Script 3

[INSERT MERGE FIELD FROM TABLE – VIDEO SCRIPTS MERGE FIELDS (ROLE), PAGE E-150] It’s important for students and their families to be equipped with the best possible information as they make decisions about how to pay for college. NPSAS is one of the only sources of comprehensive data about financial aid available. A good example of NPSAS data having been used in practice is that analysis of these data informed decisions about the recent change to the FAFSA process which enables applicants to file for aid earlier and learn about their eligibility earlier. Changes like this allow students to make more informed decisions about their education choices. Your responses to this year’s NPSAS survey, combined with those of other students across the country, will inform education policy to improve education experiences for all students! [IF VIDEO INCLUDED IN E-MAIL: «Complete your survey today to help future students, by using the login information provided in the e mail.»] [IF VIDEO INCLUDED ON WEBSITE: «I hope you will login to participate today.»]

## Letter Merge Fields

### Interesting Facts

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- Fact 1  
(Undergraduate) For example, over 20 years of NPSAS surveys, the percentage of undergraduate students who received financial aid (including all grants, loans, work-study, and other types of aid from federal, state, institutional, and outside sources) increased 22 percentage points\*. How will undergraduate students pay for education in the future?
- \*Source: U.S. Department of Education, National Center for Education Statistics, 1995-96 National Postsecondary Student Aid Study (NPSAS:96) and 2015-16 National Postsecondary Student Aid Study (NPSAS:16).
- Fact 2  
(Undergraduate) For example, over 20 years of NPSAS surveys, the percentage of undergraduate students who were enrolled in a bachelor's degree program has increased by 5 percentage points\*. Help us understand how students in 2019-20 compare!
- \*Source: U.S. Department of Education, National Center for Education Statistics, 1995-96 National Postsecondary Student Aid Study (NPSAS:96) and 2015-16 National Postsecondary Student Aid Study (NPSAS:16).
- Fact 3  
(Undergraduate) For example, over 16 years of NPSAS surveys, the percentage of undergraduate students who worked while enrolled decreased by 16 percentage points\*. Help us understand what types of undergraduate students are enrolled in 2020.
- \*Source: U.S. Department of Education, National Center for Education Statistics, 1999-2000 National Postsecondary Student Aid Study (NPSAS:00) and 2015-16 National Postsecondary Student Aid Study (NPSAS:16).
- Fact 4  
(Undergraduate) For example, over 20 years of NPSAS surveys the percentage of undergraduate students who were employed and decided to enroll in school decreased by 11 percentage points\*. Help us understand what types of undergraduate students are enrolled in 2020.
- \*Source: U.S. Department of Education, National Center for Education Statistics, 1995-96 National Postsecondary Student Aid Study (NPSAS:96) and 2015-16 National Postsecondary Student Aid Study (NPSAS:16).
- Fact 5  
(Undergraduate) For example, between 2012 and 2016, the percentage of undergraduate students who changed their major at least once increased by 4 percentage points\*. Help us understand how students in 2019-20 compare!
- \*Source: U.S. Department of Education, National Center for Education Statistics, 2011-12 National Postsecondary Student Aid Study (NPSAS:12) and 2015-16 National Postsecondary Student Aid Study (NPSAS:16).
- Fact 6  
(Undergraduate) For example, in 2016, the percentage of undergraduate students of color was nearly twice the percentage of students of color in 1996\*. Help us understand how students in 2019-20 compare!
- \*Source: U.S. Department of Education, National Center for Education Statistics, 2015-16 National Postsecondary Student Aid Study (NPSAS:16).
- Fact 7  
(Undergraduate) For example, between 1996 and 2016, the percentage of undergraduate students who attended more than one institution increased from 4% to 10%\*. Will this upward trend continue in 2020?
- \*Source: U.S. Department of Education, National Center for Education Statistics, 1995-96 National Postsecondary Student Aid Study (NPSAS:96) and 2015-16 National Postsecondary Student Aid Study (NPSAS:16).
- Fact 8  
(Undergraduate) For example, in 2016, 54% of undergraduate students who received financial aid also received loans to assist in their education expenses\*. Help us understand how students pay for their education in 2020.
- \*Source: U.S. Department of Education, National Center for Education Statistics, 2015-16 National Postsecondary Student Aid Study (NPSAS:16).

- Fact 9 (Undergraduate) For example, since 2004, the percentage of undergraduate students for whom English is not their primary language increased by 10 percentage points\*. Help us understand what types of undergraduate students are enrolled in 2020.  
\*Source: U.S. Department of Education, National Center for Education Statistics, 2003-04 National Postsecondary Student Aid Study (NPSAS:04) and 2015-16 National Postsecondary Student Aid Study (NPSAS:16).
- Fact 10 (Associate) For example, from 2004 to 2012 the percentage of undergraduate students who are working on an associate degree has increased 6 percentage points\*. Will this trend continue in 2020?  
\*Source: U.S. Department of Education, National Center for Education Statistics, 2003-04 National Postsecondary Student Aid Study (NPSAS:04) and 2011-12 National Postsecondary Student Aid Study (NPSAS:12).
- Fact 11 (Graduate) For example, over 20 years of NPSAS surveys, the percentage of full-time graduate students increased by 7 percentage points\*. Help us understand what types of graduate students are enrolled in 2020.  
\*Source: U.S. Department of Education, National Center for Education Statistics, 1995-96 National Postsecondary Student Aid Study (NPSAS:96) and 2015-16 National Postsecondary Student Aid Study (NPSAS:16).
- Fact 12 (Graduate) For example, over 20 years of NPSAS surveys, the percentage of graduate students who waited more than a year after completing their bachelor's degree to start graduate school has remained the same\*. Will this trend continue in 2020?  
\*Source: U.S. Department of Education, National Center for Education Statistics, 1995-96 National Postsecondary Student Aid Study (NPSAS:96) and 2015-16 National Postsecondary Student Aid Study (NPSAS:16).
- Fact 13 (Graduate) Over 20 years of NPSAS surveys, the percentage of graduate students who are students of color increased by 25 percentage points\*. Help us understand how students in 2019-20 compare!  
\*Source: U.S. Department of Education, National Center for Education Statistics, 1995-96 National Postsecondary Student Aid Study (NPSAS:96) and 2015-16 National Postsecondary Student Aid Study (NPSAS:16).
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## E-mail Merge Fields

### Source and Signatory\*

Source	Signatory
From NCES	Tracy Hunt-White, Ph.D. Project Officer, NPSAS National Center for Education Statistics <a href="mailto:NPSAS@ed.gov">NPSAS@ed.gov</a>   202-245-6507
From RTI – Project Director	Jennifer Wine, Ph.D. Project Director, NPSAS RTI International <a href="mailto:NPSAS@rti.org">NPSAS@rti.org</a>   877-225-8470
From RTI – Task Leader	Jeff Franklin NPSAS Data Collection Task Leader RTI International <a href="mailto:jwf@rti.org">jwf@rti.org</a>   877-225-8470
From RTI – NPSAS Data Collection Team	NPSAS Data Collection Team <a href="mailto:npsas@ed.gov">npsas@ed.gov</a>   877-225-8470

### Interesting Facts

- Fact 1  
(Undergraduate) Over 20 years of NPSAS surveys, the percentage of undergraduate students who received financial aid (including all grants, loans, work-study, and other types of aid from federal, state, institutional, and outside sources) increased 22 percentage points\*. How will undergraduates pay for education in the future?  
\*Source: U.S. Department of Education, National Center for Education Statistics, 1995-96 National Postsecondary Student Aid Study (NPSAS:96) and 2015-16 National Postsecondary Student Aid Study (NPSAS:16).
- Fact 2  
(Undergraduate) Over 20 years of NPSAS surveys, the percentage of undergraduate students who were enrolled in a bachelor’s degree program has increased by 5 percentage points\*. Help us understand how students in 2019-20 compare!  
\*Source: U.S. Department of Education, National Center for Education Statistics, 1995-96 National Postsecondary Student Aid Study (NPSAS:96) and 2015-16 National Postsecondary Student Aid Study (NPSAS:16).
- Fact 3  
(Undergraduate) Over 16 years of NPSAS surveys, the percentage of undergraduate students who worked while enrolled decreased by 16 percentage points\*. Help us understand what types of undergraduate students are enrolled in 2020.  
\*Source: U.S. Department of Education, National Center for Education Statistics, 1999-00 National Postsecondary Student Aid Study (NPSAS:00) and 2015-16 National Postsecondary Student Aid Study (NPSAS:16).
- Fact 4  
(Undergraduate) Over 20 years of NPSAS surveys, the percentage of undergraduate students who were employed and decided to enroll in school decreased by 11 percentage points\*. Help us understand what types of undergraduate students are enrolled in 2020.  
\*Source: U.S. Department of Education, National Center for Education Statistics, 1995-96 National Postsecondary Student Aid Study (NPSAS:96) and 2015-16 National Postsecondary Student Aid Study (NPSAS:16).

- Fact 5  
(Undergraduate) Between 2012 and 2016, the percentage of undergraduate students who changed their major at least once increased by 4 percentage points\*. Help us understand how students in 2019-20 compare!  
\*Source: U.S. Department of Education, National Center for Education Statistics, 2011-12 National Postsecondary Student Aid Study (NPSAS:12) and 2015-16 National Postsecondary Student Aid Study (NPSAS:16).
- Fact 6  
(Undergraduate) In 2016, the percentage of undergraduate students who identified as students of color was nearly twice the percentage of students of color in 1996\*. Help us understand how students in 2019-20 compare!  
\*Source: U.S. Department of Education, National Center for Education Statistics, 2015-16 National Postsecondary Student Aid Study (NPSAS:16).
- Fact 7  
(Undergraduate) Between 1996 and 2016, the percentage of undergraduate students who attended more than one institution increased from 4% to 10%\*. Will this upward trend continue in 2020?  
\*Source: U.S. Department of Education, National Center for Education Statistics, 1995-96 National Postsecondary Student Aid Study (NPSAS:96) and 2015-16 National Postsecondary Student Aid Study (NPSAS:16).
- Fact 9  
(Undergraduate) In 2016, 54% of students who received financial aid also received loans to assist in their education expenses\*. Help us understand how students pay for their education in 2020.  
\*Source: U.S. Department of Education, National Center for Education Statistics, 2015-16 National Postsecondary Student Aid Study (NPSAS:16).
- Fact 10  
(Undergraduate) Since 2004, the percentage of undergraduate students for whom English is not their primary language increased by 10 percentage points\*. Help us understand what types of undergraduate students are enrolled in 2020.  
\*Source: U.S. Department of Education, National Center for Education Statistics, 2003-04 National Postsecondary Student Aid Study (NPSAS:04) and 2015-16 National Postsecondary Student Aid Study (NPSAS:16).
- Fact 11 (Associate) From 2004 to 2012 the percentage of undergraduate students who are working on an associate degree has increased 6 percentage points\*. Help us understand how students in 2019-20 compare!  
\*Source: U.S. Department of Education, National Center for Education Statistics, 2003-04 National Postsecondary Student Aid Study (NPSAS:04) and 2011-12 National Postsecondary Student Aid Study (NPSAS:12).
- Fact 12 (Graduate) Over 20 years of NPSAS surveys, the percentage of full-time graduate students increased by 7 percentage points\*. Help us understand what types of graduate students are enrolled in 2020.  
\*Source: U.S. Department of Education, National Center for Education Statistics, 1995-96 National Postsecondary Student Aid Study (NPSAS:96) and 2015-16 National Postsecondary Student Aid Study (NPSAS:16).
- Fact 13 (Graduate) Over 20 years of NPSAS surveys, the percentage of students who waited more than a year after completing their bachelor's degree to start graduate school has remained the same\*. Will this trend continue in 2020?  
\*Source: U.S. Department of Education, National Center for Education Statistics, 1995-96 National Postsecondary Student Aid Study (NPSAS:96) and 2015-16 National Postsecondary Student Aid Study (NPSAS:16).
- Fact 14 (Graduate) In 2016 the percentage of graduate students who were students of color was 2.5 times the percentage of graduate students of color in 1996\*. Help us understand how students in 2019-20 compare!  
\*Source: U.S. Department of Education, National Center for Education Statistics, 2015-16 National Postsecondary Student Aid Study (NPSAS:16).

## Interview Length

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Full interview	For most people, we expect the survey will take about «time» minutes, depending on your answers. You do not have to complete the survey in one session. You can get started and, if you choose, you can easily log out and resume at a later time.
Abbreviated/ NRFU interview	Your survey was «recently »shortened and now only takes about «time» minutes. You do not have to complete the survey in one session. You can get started and, if you choose, you can easily log out and resume at a later time.

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## Incentive Selection\*

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PayPal	Our records indicate that you chose to receive your token of appreciation via PayPal. Please note it can take up to a full business day to process your payment. Please look for an e-mail from PayPal indicating that you have received funds from RTI International. (You may need to check your SPAM folder as well.) Please contact us with any concerns.
PayPal Failed	Our records indicate that your PayPal payment failed. We would like to reissue your payment. Please respond to this e-mail and let us know if you would like the payment to be sent to a different e-mail address or if you would like us to retry sending it to «emailaddress». The failed payment could indicate that your account is either locked or inactive.
PayPal Accepted	Our records indicate that you chose to receive your token of appreciation via PayPal and have accepted the payment. Please contact us with any concerns.
PayPal Unclaimed	Our records indicate that you chose to receive your token of appreciation via PayPal, but you have not yet claimed your payment. The payment will expire after 30 days, so please be sure to claim it before then. Please contact us with any concerns.
Check	Our records indicate that you selected a check as a token of our appreciation. Your check is being processed and should arrive in a 3-4 weeks. <<Please note: Your check may be delayed due to the current COVID-19 pandemic. We apologize for any inconvenience this may cause.>> Please contact us with any concerns.
No Incentive	Leave blank

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## NPSAS Article

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Article	Publishing group	Link to article
1	New York Times	<a href="https://www.nytimes.com/2018/07/11/your-money/student-loan-debt-parents.html">https://www.nytimes.com/2018/07/11/your-money/student-loan-debt-parents.html</a>
2	CNBC	<a href="https://www.cnbc.com/2019/03/20/its-not-too-late-to-get-college-aid.html">https://www.cnbc.com/2019/03/20/its-not-too-late-to-get-college-aid.html</a>
3	Boston Globe	<a href="https://www.bostonglobe.com/business/2018/10/19/here-one-way-reduce-cost-college/UcFylLHVRdMWD9uSbY4vLK/story.html">https://www.bostonglobe.com/business/2018/10/19/here-one-way-reduce-cost-college/UcFylLHVRdMWD9uSbY4vLK/story.html</a>
4	Brookings	<a href="https://www.brookings.edu/research/why-student-loan-rhetoric-doesnt-match-the-facts/">https://www.brookings.edu/research/why-student-loan-rhetoric-doesnt-match-the-facts/</a>
5	Pew Research Center	<a href="https://www.pewsocialtrends.org/2014/10/07/the-changing-profile-of-student-borrowers/">https://www.pewsocialtrends.org/2014/10/07/the-changing-profile-of-student-borrowers/</a>

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## Postcard Merge Fields

### Interesting Facts

	<<Interesting fact>> Outside text	<<Fact question>> Inside text
Fact 1 (Undergraduate)	<p>Compared to 1996, 1.5 times more undergraduate students (by percent) received financial aid in 2016*.</p> <p>*Source: U.S. Department of Education, National Center for Education Statistics, 1995-96 National Postsecondary Student Aid Study (NPSAS:96) and 2015-16 National Postsecondary Student Aid Study (NPSAS:16).</p>	How will undergraduate students pay for education in the future?
Fact 2 (Undergraduate)	<p>Compared to 2016, 1.4 times more undergraduate students (by percent) were employed and decided to enroll in school in 1996*.</p> <p>*Source: U.S. Department of Education, National Center for Education Statistics, 1995-96 National Postsecondary Student Aid Study (NPSAS:96) and 2015-16 National Postsecondary Student Aid Study (NPSAS:16).</p>	Help us understand what types of undergraduate students are enrolled in 2020.
Fact 3 (Undergraduate)	<p>The percentage of undergraduate students who changed their major at least once increased 4 percentage points from 2012 to 2016*.</p> <p>*Source: U.S. Department of Education, National Center for Education Statistics, 2011-12 National Postsecondary Student Aid Study (NPSAS:12) and 2015-16 National Postsecondary Student Aid Study (NPSAS:16).</p>	Will this upward trend continue in 2020?
Fact 4 (Undergraduate)	<p>The percentage of undergraduates who identify as students of color nearly doubled from 1996 to 2016*.</p> <p>*Source: U.S. Department of Education, National Center for Education Statistics, 1995-96 National Postsecondary Student Aid Study (NPSAS:96) and 2015-16 National Postsecondary Student Aid Study (NPSAS:16).</p>	Will this upward trend continue in 2020?
Fact 5 (Undergraduate)	<p>In 2016 5% of undergraduate students studied abroad*.</p> <p>*Source: U.S. Department of Education, National Center for Education Statistics, 2015-16 National Postsecondary Student Aid Study (NPSAS:16).</p>	Will this change in 2020?
Fact 6 (Undergraduate)	<p>Compared to 1996, 2.5 times more undergraduate students (by percent) attended more than one institution in 2016*.</p> <p>*Source: U.S. Department of Education, National Center for Education Statistics, 1995-96 National Postsecondary Student Aid Study (NPSAS:96) and 2015-16 National</p>	Help us understand what types of undergraduate students are enrolled in 2020.

	Postsecondary Student Aid Study (NPSAS:16).	
Fact 7 (Undergraduate)	Nearly twice the percentage of undergraduate students indicated English was not their primary language in 2016 compared to 2004*.  *Source: U.S. Department of Education, National Center for Education Statistics, 2003-04 National Postsecondary Student Aid Study (NPSAS:04) and 2015-16 National Postsecondary Student Aid Study (NPSAS:16).	Help us understand what types of undergraduate students are enrolled in 2020.
Fact 8 (Graduate)	The percentage of graduate students who are full-time increased by 7 percentage points over the last 20 years*.  *Source: U.S. Department of Education, National Center for Education Statistics, 1995-96 National Postsecondary Student Aid Study (NPSAS:96) and 2015-16 National Postsecondary Student Aid Study (NPSAS:16).	Help us understand what types of graduate students are enrolled in 2020.
Fact 9 (Graduate)	The percentage of graduate students who started graduate school within one year of completing their bachelor's degree has not changed over the last 20 years*.  *Source: U.S. Department of Education, National Center for Education Statistics, 1995-96 National Postsecondary Student Aid Study (NPSAS:96) and 2015-16 National Postsecondary Student Aid Study (NPSAS:16).	Will this trend continue in 2020?
Fact 10 (Graduate)	The percentage of graduate students who identify as students of color enrolled in higher education more than doubled from 1996 to 2016*.  *Source: U.S. Department of Education, National Center for Education Statistics, 1995-96 National Postsecondary Student Aid Study (NPSAS:96) and 2015-16 National Postsecondary Student Aid Study (NPSAS:16).	Will this upward trend continue in 2020?
Fact 11 (Associate)	The percentage of associate degree seeking students who identify as students of color increased 5 percentage points from 2004 to 2012*.  *Source: U.S. Department of Education, National Center for Education Statistics, 2003-04 National Postsecondary Student Aid Study (NPSAS:04) and 2011-12 National Postsecondary Student Aid Study (NPSAS:12).	What will the 2020 NPSAS survey tell us about students working on their associate degree?
Fact 12 (Associate)	The percentage of students working on their associate degree increased 6 percentage points from 1996 to 2016*.  *Source: U.S. Department of Education,	What will the 2020 NPSAS survey tell us about students working on their associate degree?

National Center for Education Statistics,  
1995-96 National Postsecondary Student Aid  
Study (NPSAS:96) and 2015-16 National  
Postsecondary Student Aid Study  
(NPSAS:16).

Fact 13  
(Associate)

The percentage of associate degree  
seeking students who received  
financial aid increased 26 percentage  
points from 1996 to 2016\*.

What will the 2020 NPSAS survey tell us about  
students working on their associate degree?

\*Source: U.S. Department of Education,  
National Center for Education Statistics,  
1995-96 National Postsecondary Student Aid  
Study (NPSAS:96) and 2015-16 National  
Postsecondary Student Aid Study  
(NPSAS:16).

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### Incentive Text Outside\*

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Incentive Group 1	Receive the rest of your incentive when you complete an important education survey.
Incentive Group 2	New incentive for completing an important education survey.
Incentive Group 3	Complete your important education survey today and get \$<<inc_amount>>.
Incentive	Help us reach our goal!
Ineligible	

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### Incentive Group\*

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Incentive Group 1	<<fname>>, we recently sent you \$10 to thank you in advance for completing your survey. Once you finish your <<time>>-minute survey, we will send you an additional <<inc_amount>> by check<< or PayPal>>. We hope you will complete your survey today.
Incentive Group 2	<<fname>>, we have doubled your incentive! Once you complete your <<time>>-minute survey, we will send you \$<<inc_amount>> by check<< or PayPal>>. We hope you will complete your survey today.
Incentive Group 3	<<fname>>, once you complete your <<time>>-minute survey we will send you \$<<inc_amount>> by check<< or PayPal>>. We hope you will complete your survey today.
No Incentive	<<fname>>, we hope you will complete your <<time>>-minute survey today.

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### Time Frame Text

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months  
weeks

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## Video Scripts Merge Fields

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<b>Video expert/signature</b>	<b>Role</b>
Austin Lacy	My name is Austin Lacy, I am a Research Analyst and this is my 5th year working on the National Postsecondary Student Aid Study.
Rachel Burns	My name is Rachel Burns, I am a Research Analyst and I work on the National Postsecondary Student Aid Study.
Austin Caperton	My name is Austin Caperton and I am a Research Analyst for the National Postsecondary Student Aid Study.
Joshua Pretlow	My name is Josh Pretlow and I am a Research Analyst for the National Postsecondary Student Aid Study.
Nestor Ramirez	My name is Nestor Ramirez and I am a Research Analyst for the National Postsecondary Student Aid Study.
Dionne McLean	My name is Dionne McLean and I am a Research Analyst for the National Postsecondary Student Aid Study.

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## Communication Materials Translated into Spanish for Use in Puerto Rico\*

### Spanish Brochure Text

#### FRONT COVER

### **2019-20 ESTUDIO NACIONAL DE AYUDA ECONÓMICA A ESTUDIANTES DE POSTSECUNDARIA (NPSAS:20)**

#### PANEL 1, FLAP

#### **¿Quién lleva a cabo NPSAS?**

El Estudio Nacional de Ayuda Económica a Estudiantes de Postsecundaria de 2019-20 (NPSAS:20) está patrocinado por el Centro Nacional para Estadísticas de Educación (NCES por sus siglas en inglés) del Instituto de Ciencias de la Educación del Departamento de Educación de los Estados Unidos. RTI International, una organización sin fines de lucro con sede en los Estados Unidos, lleva a cabo bajo contrato la recolección de datos para el estudio.

NCES está autorizado para hacer el estudio NPSAS por el Acta de Reforma de las Ciencias de la Educación de 2002 (ESRA 2002, 20 U.S.C., § 9543) y a obtener récords educativos de los estudiantes de agencias o instituciones educativas para propósitos de evaluación de programas de educación con fondos federales, bajo la Ley de Derechos Educativos y Privacidad Familiar de 1974 (FERPA, 34 CFR §§ 99.31(a)(3)(iii) and 99.35).

#### **¿Cómo se protegerá mi información?**

NCES está obligado a seguir procedimientos estrictos para proteger la información personal al recolectar, reportar y publicar los datos. Toda información identificable al nivel individual, proporcionada por individuos o instituciones, podrá usarse solamente para propósitos estadísticos y no podrá divulgarse ni usarse de manera que permita identificar a los participantes para ningún otro propósito, salvo que lo requiera la ley (20 U.S.C. § 9573 y 6 U.S.C § 151).

Los procedimientos de protección de datos de NPSAS son examinados y aprobados por el personal de protección de datos de NCES. Tus respuestas se resguardarán con servidores de seguridad y estarán encriptadas durante la transmisión por Internet, en la que se usa el protocolo de Capa de Protección Segura (SSL, por sus siglas en inglés). Todos los módulos de ingreso de datos están protegidos con una contraseña y obligan a que el usuario inicie sesión antes de acceder a los datos. El personal y los contratistas de NCES están sujetos a fuertes multas o prisión si las respuestas individuales se divulgan.

#### INSIDE PANELS

#### **¿Qué es NPSAS?**

El Estudio Nacional de Ayuda Económica a Estudiantes de Postsecundaria de 2019-20 (NPSAS:20), que lleva a cabo el Centro Nacional para Estadísticas de Educación (NCES por sus siglas en inglés) del Instituto de Ciencias de la Educación del Departamento de Educación de los Estados Unidos, es un estudio nacional de aproximadamente 150,000 estudiantes matriculados en educación postsecundaria. El estudio reúne



información sobre cómo los estudiantes y sus familias pagan por los costos de la educación postsecundaria e incluye estudiantes de todo tipo de instituciones postsecundarias, sin importar si reciben o no algún tipo de asistencia económica (por ejemplo, becas, préstamos o contribuciones económicas). Además de la encuesta que completan los estudiantes, se obtiene información de fuentes tales como bases de datos de matriculación y de préstamos estudiantiles federales. **No hay otro estudio como NPSAS que informe a legisladores de políticas educativas en los Estados Unidos sobre el apoyo económico para la educación postsecundaria.**

### **¿Por qué me piden a mí que participe?**

Como estudiante matriculado(a) en educación postsecundaria durante el año académico 2019-2020, tu participación es esencial para ayudar a los educadores, investigadores y legisladores a entender mejor el panorama de la ayuda económica para estudiantes.

- Es importante incluir a estudiantes como tú que representan una amplia variedad de orígenes e instituciones académicas. Sin una fuerte participación de los estudiantes, es imposible tener una visión completa de los costos y beneficios de la educación postsecundaria.
- Para los estudiantes que tienen becas Pell o Préstamos Directos o Stafford, NPSAS es la fuente principal de datos que usa el gobierno federal para analizar la ayuda estudiantil federal y para informar políticas públicas sobre la efectividad de estos programas de ayuda.
- Tus respuestas a la encuesta representarán a otros estudiantes matriculados en tu institución que no hayan sido seleccionados para participar en NPSAS. Si decides no participar, **¡no podemos reemplazarte con nadie!**

¡Participa en el Estudio Nacional de Ayuda Económica a Estudiantes de Postsecundaria de 2019-20 (NPSAS:20) y harás que tu experiencia cuente para el Departamento de Educación de los Estados Unidos!

### **¿Qué pasa con los resultados?**

Como en las rondas previas de NPSAS, los resultados del estudio de este año se publicarán en la página de NCES en Internet (<https://nces.ed.gov/surveys/npsas>) tan pronto estén disponibles. Tus respuestas se combinarán con las respuestas de otros estudiantes y se presentarán solamente en forma de resumen. No se publicará ninguna información de manera individual.

Investigadores diversos usarán los datos de NPSAS para explorar una amplia variedad de temas incluyendo la deuda de préstamos estudiantiles y persistencia en la educación postsecundaria.

### **¿Cómo puedo participar?**

¡Participar es muy fácil! Puedes completar la encuesta de NPSAS (disponible en inglés y español) por Internet o por teléfono.

#### **Por Internet**

Ingresa a la página del estudio en Internet, <https://surveys.nces.ed.gov/npsas>, usando tu ID del estudio y contraseña que te proporcionaron en los materiales del estudio.

La encuesta se optimizó para funcionar en teléfonos celulares y tabletas de manera que puede completarse fácilmente desde un dispositivo móvil.

### **Teléfono**

Llama a nuestra Línea de Ayuda para participantes gratuita al 877-677-2766 para hablar con uno de nuestros entrevistadores profesionales quienes te atenderán con todo gusto.

Adicionalmente, durante el periodo de recolección de datos quizá recibas recordatorios de alguna de las siguientes maneras:

- Carta por correo del Centro Nacional para Estadísticas de Educación
- Correo electrónico de [NPSAS@ed.gov](mailto:NPSAS@ed.gov) o [NPSAS@rti.org](mailto:NPSAS@rti.org)
- Mensajes de texto de xxx-xxx-xxxx
- Llamadas telefónicas de xxx-xxx-xxxx

### **¿Sabías que?**

[INSERT SELECTED TREND DATA FROM INTERESTING FACTS - TREND DATA, PAGE E-136]

BACK COVER

### **Contáctanos**

Si necesitas ayuda, por favor contacta a la Línea de Ayuda del estudio o visita la página de Internet:

LÍNEA DE AYUDA DE NPSAS  
877-677-2766  
[npsas@ed.gov](mailto:npsas@ed.gov)  
<https://surveys.nces.ed.gov/npsas>

Si tienes alguna pregunta o inquietud acerca de NPSAS:20 puedes contactar a:

### **RTI International**

Jennifer Wine, Ph.D.  
Directora del proyecto NPSAS (RTI)  
[jennifer@rti.org](mailto:jennifer@rti.org)  
877-225-8470

### **Centro Nacional para Estadísticas de Educación (NCES)**

Tracy Hunt-White, Ph.D.  
Oficial del proyecto NPSAS (NCES)  
[tracy.hunt-white@ed.gov](mailto:tracy.hunt-white@ed.gov)  
202-502-7438

## Spanish Website Text

Home Page English | Español

### **Bienvenido(a) al Estudio Nacional de Ayuda Económica a Estudiantes de Postsecundaria de 2019-20 (NPSAS:20)**

<<\*por favor ve la pestaña 'Sobre NPSAS' para un mensaje importante con respecto a la pandemia COVID-19 y sus efectos en NPSAS:20>>

### **Por favor ingresa tu ID del estudio y contraseña:**

ID del estudio:

Contraseña:

Muéstrenme lo que escribí

¿Necesitas tu número de ID del estudio o contraseña? ([hyperlink to Login Help page](#))

### **Ayuda para ingresar English | Español**

Llena este formulario y nosotros te enviaremos tu [[<<caseid>>](#)]/[<<password>>](#)]. Trata de incluir toda la información posible y de esta manera podremos responderte más rápido.

Número de ID del estudio (si lo sabes):

Primer nombre (obligatorio):

Apellido (obligatorio):

Fecha de nacimiento (MM/DD/YYYY):

Nombre de la universidad o *college*:

Correo electrónico (obligatorio):

Teléfono celular (XXX-XXX-XXXX):

Otro teléfono (XXX-XXX-XXXX):

**Actualizar información de contacto** English | Español

Presiona en los siguientes campos para poner tu información

ID del estudio

Primer nombre

Segundo nombre

Apellidos

Sufijo (drop-down)

Nombre anterior

Teléfono celular

Teléfono de casa

Teléfono del trabajo

Dirección electrónica

Dirección electrónica adicional

Dirección

Dirección - línea 2

Ciudad

Selecciona el estado (drop-down)

Código postal

Tu participación es muy importante, pero sabemos que estás muy ocupado(a). Periódicamente te enviaremos recordatorios por correo electrónico, correo postal, teléfono o mensajes de texto para que completes la encuesta de NPSAS. Para cada una de las siguientes opciones, por favor indica tus preferencias para recibir recordatorios relacionados con NPSAS:20

**[RANDOMIZE OPTIONS]**

	<b>Prefiero menos</b>	<b>Me da igual</b>	<b>Prefiero más</b>
<b>Correo electrónico</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Correo postal</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Mensajes de texto</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Llamadas telefónicas</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**[ONCE CONTACT INFO PAGE SUBMITTED, REDIRECT TO HOME PAGE]**

**Contáctanos English | Español**

Si necesitas ayuda, tienes preguntas o inquietudes relacionadas con el Estudio Nacional de Ayuda Económica a Estudiantes de Postsecundaria de 2019-20, o si deseas completar la encuesta por teléfono, hay diversas opciones para comunicarte con nosotros.

Correo electrónico [npsas@ed.gov](mailto:npsas@ed.gov)

Teléfono 877-NPSAS-NOW (877-677-2766)

El personal de la Línea de Ayuda está disponible en los siguientes horarios para asistirte (en inglés o español):

- Lunes- jueves 9:00 a.m. - Medianoche
- Viernes 9:00 a.m. - 11:00 p.m.
- Sábado 9:30 a.m. - 9:00 p.m.
- Domingo 1:00 p.m. - 11:00 p.m.

Todos los horarios son en hora del este.

**¿A quién puedo contactar si tengo preguntas o inquietudes adicionales?**

Si tienes preguntas o inquietudes adicionales, el personal del proyecto NPSAS está disponible para responder a tus preguntas de lunes a viernes entre 9:00 am y 5:00 pm, hora del este.

**Personal de NPSAS**

Directora del Proyecto en RTI Jennifer Wine, Ph.D.

[jennifer@rti.org](mailto:jennifer@rti.org)  
877-225-8470

Oficial del Proyecto en NCES Tracy Hunt-White, Ph.D.

[Tracy.Hunt-White@ed.gov](mailto:Tracy.Hunt-White@ed.gov)  
202-245-6507

Qué esperar [English](#) | [Español](#)

### **¿Cómo puedo completar la encuesta de NPSAS ?**

Puedes completar la encuesta de NPSAS (disponible en inglés o español) por Internet - simplemente [inicia sesión](#) [<hyperlink to home page>](#) poniendo tu número de ID del estudio y contraseña, que se incluyen en la carta de NPSAS o correo electrónico que recibiste. Puedes completarlo en tu dispositivo móvil. También está disponible la versión en español. Si necesitas ayuda para acceder a la encuesta en la página de Internet, o si prefieres completar la encuesta por teléfono, contacta a NPSAS Línea de Ayuda llamando al 877-677-2766 o enviando un correo electrónico a [npsas@ed.gov](mailto:npsas@ed.gov).

### **¿Recibiré recordatorios para tomar la encuesta?**

Durante el periodo de recolección de datos, podrás recibir recordatorios en cualquiera de las siguientes formas:

- Correo postal de parte del Centro Nacional para Estadísticas de Educación
- Correo electrónico de parte de [NPSAS@ed.gov](mailto:NPSAS@ed.gov) o [NPSAS@rti.org](mailto:NPSAS@rti.org)
- Mensajes de texto de xxx-xxx-xxxx
- Llamadas telefónicas de xxx-xxx-xxx o del Departamento de Educación de los Estados Unidos

### **¿Cuánto tiempo toma completar la encuesta?**

Para la mayoría de los participantes, esperamos que la encuesta tome aproximadamente 30 minutos, pero eso depende de tus respuestas. No es necesario que completes la encuesta en una sola sesión. Puedes empezar y, si lo prefieres, puedes cerrar la sesión y continuar en otro momento.

### **¿Tengo que participar?**

La participación en el estudio es voluntaria, sin embargo, tu participación es muy importante para el éxito de este estudio. Al participar tú tienes la oportunidad de ayudar a legisladores, investigadores y a otros a entender mejor cómo los estudiantes y sus familias pagan por la **educación postsecundaria**.

### **¿Puedo decidir no contestar una pregunta?**

Puedes decidir no contestar cualquier pregunta en cualquier momento. Si no quieres o no puedes contestar una pregunta en particular, puedes seguir con el resto de la encuesta. Solamente tienes que dejar esa pregunta en blanco y presionar el botón de "Siguiente" para pasar a la siguiente pregunta.

### **¿Cómo puedo saber si la página de Internet es segura?**

La página de Internet de NPSAS está protegida con una tecnología de encriptación en la que se usa el protocolo de Capa de Protección Segura (SSL, por sus siglas en inglés). Tus respuestas a la encuesta se recolectan en un servidor seguro y la conexión está también protegida con la tecnología SSL. SSL encripta la comunicación entre tu navegador y el servidor de Internet de NPSAS para que tus datos se mantienen seguros.

### **¿Debería usar un navegador en particular para completar la encuesta por Internet?**

La encuesta necesita usar un navegador que soporte HTML5 y JavaScript. Las últimas versiones de Firefox, Chrome y Safari funcionan, también Internet Explorer 9 y las versiones posteriores. Si tienes problemas para completar la encuesta, por favor llama a nuestra Línea de Ayuda al 877-677-2766 y tendremos mucho gusto en ayudarte.

## ¿Por qué es tan importante tu participación?

- NPSAS es la fuente principal de datos que usa el gobierno federal (y otras entidades como las asociaciones de educación postsecundaria o investigadores) desde 1987 para analizar la ayuda económica para estudiantes e informar a quienes diseñan políticas públicas sobre la situación de los programas de préstamos estudiantiles tales como las becas Pell y los préstamos Direct/Stafford.
- Tú eres parte de un **grupo exclusivo de estudiantes** seleccionados para representar a otros estudiantes matriculados en tu institución.
- Tu situación personal es única y no puedes ser sustituido(a) por nadie en este estudio.
- **Tu participación es muy importante para entender y ayudar a cubrir las necesidades económicas de los estudiantes de postsecundaria en los Estados Unidos ahora y en el futuro.**

Como en todas las encuestas anteriores de NPSAS, los resultados se presentarán únicamente en forma de resumen y no se publicarán resultados individuales.

### **Esto es lo que hemos aprendido de las encuestas anteriores de NPSAS...**

NPSAS se llevó a cabo por última vez en el año académico 2015-2016 e incluyó alrededor de 89,000 estudiantes subgraduados y 24,000 estudiantes graduados matriculados en aproximadamente 1,800 instituciones de educación postsecundaria. La encuesta se completó con estudiantes con diversas situaciones económicas, incluyendo aquellos que reciben algún tipo de asistencia económica (fondos, becas, préstamos, premios y estipendios), así como estudiantes que no reciben asistencia económica. A continuación, se presentan algunos de los resultados más importantes de encuestas anteriores de NPSAS:

[INSERT SELECTED TREND DATA FROM INTERESTING FACTS - TREND DATA, PAGE E-136]

### **Confidencialidad English | Español**

El Centro Nacional para Estadísticas de Educación (NCES) está obligado a seguir procedimientos estrictos para proteger la información personal al recolectar, reportar y publicar los datos. Toda información identificable al nivel individual, proporcionada por individuos o instituciones, podrá usarse solamente para propósitos estadísticos y no podrá divulgarse ni usarse de manera que permita identificar a los participantes para ningún otro propósito, salvo que lo requiera la ley (20 U.S.C. § 9573 y 6 U.S.C § 151).

Los procedimientos de protección de datos de NPSAS son examinados y aprobados por el personal de protección de datos de NCES. Tus respuestas se resguardarán con servidores de seguridad y estarán encriptadas durante la transmisión por Internet, en la que se usa el protocolo de Capa de Protección Segura (SSL, por sus siglas en inglés). Todos los módulos de ingreso de datos están protegidos con una contraseña y obligan a que el usuario inicie sesión antes de acceder a datos confidenciales. El personal del proyecto está sujeto a fuertes multas y/o prisión si conscientemente publica o comunica cualquier información individual que pueda identificar a los participantes.

El Congreso ha autorizado al Centro Nacional para Estadísticas de Educación (NCES) del Instituto de Ciencias de la Educación del Departamento de Educación de los

Estados Unidos a recolectar datos acerca del costo de la educación postsecundaria porque los legisladores a todos los niveles necesitan datos nacionales actuales y confiables, a fin de tomar decisiones acerca de la educación postsecundaria.

NCES está autorizado por la Ley de Reforma de las Ciencias de la Educación (ESRA, por sus siglas en inglés) de 2002 (ESRA 2002, 20 U.S.C. §9543) para llevar a cabo el Estudio Nacional de Ayuda Económica a Estudiantes de Postsecundaria de 2019-20 y recolectar información de los récords de los estudiantes en agencias o instituciones educativas con el propósito de evaluar programas educativos con financiamiento federal bajo la Ley de Derechos Educativos y Privacidad Familiar (FERPA, 34 CFR §§ 99.31(a)(3)(iii) y 99.35).

Este estudio ha sido aprobado por la Oficina de Gestión y Presupuesto de los Estados Unidos (OMB por sus siglas en inglés). El número válido de OMB para esta recolección de información es 1850-0666. La fecha de expiración es xx/xx/xxxx.

### **Nota importante sobre comunicación a través de mensajes de texto para estudios federales y la Ley de Protección Telefónica al Consumidor (TCPA por sus siglas en inglés)**

La Ley de Protección Telefónica al Consumidor (TCPA por sus siglas en inglés) bajo el código U.S. 47 § 227 es un estatuto federal promulgado en 1991 para salvaguardar la privacidad del consumidor. Esta legislación restringe las comunicaciones de **telemercadeo** vía llamadas telefónicas, mensajes de texto y fax sin consentimiento explícito previo. Por una declaración hecha en julio de 2016 ante la Comisión Federal de Comunicaciones, se confirmó que TCPA **no** restringe las comunicaciones para encuestas, siempre que estas comunicaciones sean hechas de acuerdo con la ley por el gobierno federal o por agentes bajo la autoridad válidamente conferida a ellos por el gobierno federal. Debido a que el Departamento de Educación de los Estados Unidos autoriza la recolección de datos de educación postsecundaria para este proyecto, NPSAS:20 cae dentro de esta provisión.

Durante el periodo de recolección de datos es posible que recibas mensajes de texto recordándote que participes. Tienes la opción de dejar de recibir estos mensajes de texto en cualquier momento.

Puedes obtener más información acerca de TCPA oprimiendo aquí <https://www.fcc.gov/general/telemarketing-and-robocalls>. Si tienes preguntas acerca del uso de mensajes de texto como recordatorios, puedes contactarnos vía correo electrónico a [npsas@ed.gov](mailto:npsas@ed.gov) o por teléfono al **877-677-2766**.

**Acerca de NPSAS** English | Español

El **Estudio Nacional de Ayuda Económica a Estudiantes de Postsecundaria de 2019-20 (NPSAS:20)** recolecta datos de una muestra representativa de aproximadamente 150,000 estudiantes matriculados en educación postsecundaria. Estudiantes de todo tipo de instituciones de educación postsecundaria del Título IV— instituciones con una duración de menos de 2 años, universidades o *colleges* comunitarios, universidades o *colleges* de 4 años de duración — fueron seleccionados para participar sin importar si reciben o no asistencia económica (por ejemplo, fondos, becas, préstamos, premios y estipendios). Los resultados de NPSAS ayudarán a los legisladores y a los investigadores a entender mejor **cómo los estudiantes y sus familias pagan por la** educación postsecundaria.

El Congreso ha autorizado al Centro Nacional para Estadísticas de Educación (NCES) del Instituto de Ciencias de la Educación del Departamento de Educación de los Estados Unidos a recolectar datos acerca del costo de la educación postsecundaria porque los legisladores a todos los niveles necesitan datos nacionales actuales y confiables, a fin de tomar decisiones acerca de la educación postsecundaria. Además de la encuesta que completan los estudiantes, NPSAS recolecta información sobre asistencia económica, récords de estudiantes e información relacionada, de fuentes tales como bases de datos de agencias de exámenes de admisión y de préstamos estudiantiles. Encuestas anteriores de NPSAS se llevaron a cabo en 1987, 1990, 1993, 1996, 2000, 2004, 2008, 2012 y 2016.

RTI International ([www.rti.org](http://www.rti.org)), una empresa sin fines de lucro localizada en los Estados Unidos, lleva a cabo NPSAS a nombre de NCES.

Para más información acerca de los datos de las encuestas previas de NPSAS, visita **la página de Internet NPSAS de NCES** <https://nces.ed.gov/surveys/npsas/>.

**Nota Importante sobre NPSAS:20 durante la pandemia COVID-19**  
Reconocemos que tan perturbador COVID-19 es para la comunidad educativa, estudiantes, y padres. Sin embargo, si decides participar en NPSAS:20, tus respuestas serán esenciales para entender como COVID-19 ha afectado a estudiantes como tu en sus instituciones postsecundarias. La encuesta se mantendrá abierta durante este tiempo, pero si tienes alguna pregunta o preocupación, por favor contacta a nuestro Línea de Ayuda del proyecto a 800-723-8942 o a [npsas@rti.org](mailto:npsas@rti.org).

## **[INSERT VIDEO FROM TABLE - VIDEO SCRIPTS, PAGE E-142]**

Footer (all pages) English | Español

Centro Nacional para Estadísticas de Educación, Instituto de Ciencias de la Educación

Fecha de expiración de la autorización OMB No: 1850-0666: xx/xx/xxxx

NCES está autorizado por la Ley de Reforma de las Ciencias de la Educación (ESRA, por sus siglas en inglés) de 2002 (ESRA 2002, 20 U.S.C. §9543) para llevar a cabo el Estudio Nacional de Ayuda Económica a Estudiantes de Postsecundaria de 2019-20 y recolectar información de los récords de los estudiantes en agencias o instituciones educativas con el propósito de evaluar programas educativos con financiamiento federal bajo la Ley de Derechos Educativos y Privacidad Familiar (FERPA, 34 CFR §§ 99.31(a)(3)(iii) y 99.35).

Los datos serán recolectados para NCES por RTI International, una empresa de investigación sin fines de lucro localizada en los Estados Unidos.

Toda la información que proporciones podrá usarse solamente para propósitos estadísticos y no podrá divulgarse ni usarse de manera que permita identificar a los participantes para ningún otro propósito, salvo que lo requiera la ley (20 U.S.C. § 9573 y 6 U.S.C § 151).

Según lo establece el Acta de Reducción del Papeleo de 1995, ninguna persona está obligada a responder a un pedido de información si la misma no contiene un número de control de OMB válido. El número de control de OMB válido para recolectar esta información que se proporciona voluntariamente es 1850-0666. Se calcula que el tiempo necesario para completar este pedido de información es en promedio de 30 minutos aproximadamente por participante, incluyendo el tiempo que lleva revisar las instrucciones, juntar los datos necesarios, y completar y revisar la información que se



solicita. Si usted tiene algún comentario con respecto a la precisión del cálculo de tiempo, sugerencias para mejorar esta encuesta, o cualquier comentario o inquietud acerca del estatus del envío de su encuesta individual, por favor escriba directamente a: The 2019-20 National Postsecondary Student Aid Study (NPSAS:20), National Center for Education Statistics, Potomac Center Plaza, 550 12th St., SW, Room 4007, Washington, DC 20202. Número de aprobación de OMB: 1850-0666  
Fecha de vencimiento: xx/xx/xxxx.

## NPSAS 2019-20 Consent Text

*Sample members see the Web Consent Text when they log in to complete the self-administered survey. When sample members agree to complete the survey via CATI, the CATI Consent Text is read to sample members over the telephone by an interviewer.*

### Web Consent Text

#### **INFCON:**

Recientemente, te enviamos material sobre el Estudio Nacional de Ayuda Económica a Estudiantes de Postsecundaria (NPSAS por sus siglas en inglés) del Departamento de Educación de EE.UU. La encuesta NPSAS se está realizando para determinar cómo los estudiantes y sus familias pagan por la educación después de la escuela superior. Algunos estudiantes, como aquellos que se matricularon por primera vez en la universidad entre el primero de julio de 2019 y el 30 de junio de 2020, y otros grupos especiales, tal vez sean seleccionados para un estudio de seguimiento.

[[{if OFAC list = 0 and data collection group in (1 2) and data collection phase = 1} Ya debiste haber recibido \$[prepaid incentive amount] en efectivo por correo. {else if OFAC list = 0 and data collection group = 1 and data collection phase = 2} Ya debiste haber recibido \$[prepaid incentive amount].] Si no has recibido los \$[prepaid incentive amount], por favor comunícate con nuestra Línea de Ayuda al teléfono gratis 1-877-677-2766 para obtener ayuda.] La encuesta toma aproximadamente [{if survey type = 0} 30 {else if survey type = 1} 15 {else} 5] minutos [{if OFAC list = 0} y, como muestra de nuestro agradecimiento, recibirás [{if (data collection phase = 1 and data collection group in (1 2)) or (data collection phase = 2 and data collection group = 1)} adicionales] \$[incentive amount] por participar.]

Además de tus respuestas a la encuesta, recolectamos otra información de tu institución y otros fuentes, tales como bases de datos sobre préstamos estudiantiles y agencias de exámenes de admisión, relacionado a la matrícula. Tus respuestas, combinados con cualquier información de récords de estudiantes, se pueden usar solo para propósitos estadísticas y no se pueden revelar, o usar, de formas personalmente identificables por cualquier otro propósito, excepto como requerido por la ley (20 U.S.C. §9573 and 6 U.S.C. §151).

A veces hay oportunidades para que los investigadores utilicen datos de estudios previos o compartan datos entre ellos si están realizando una investigación similar. Por estos motivos, nosotros podríamos usar o compartir sus datos desidentificados con otros investigadores. Si lo hacemos, no nos pondremos en contacto con usted para solicitarle su consentimiento informado adicional.

Tu participación es voluntaria y no afectará ninguna asistencia u otros beneficios que tal vez recibirás. Puedes negarte a responder a cualquier pregunta o parar la encuesta en cualquier momento. Hay poco riesgo por participar en este estudio y tal riesgo se relaciona con la seguridad de los datos. Tenemos las siguientes precauciones en su lugar - tus respuestas se guardan a dentro de un red de seguridad aumentado, solo personal del proyecto autorizado tienen acceso a los datos, y todo personal han participado en entrenamiento de privacidad, firmado acuerdos de confidencialidad, y se han sometido a verificación de antecedentes. Toda información personalmente

identificable sera guardado en archivos de datos seguros y protegido, y seran separados de las respuestas que ya has proveído en esta encuesta.

Si tienes alguna pregunta sobre este estudio, puedes comunicarte con la directora del estudio, Jennifer Wine, llamando al 1-800-723-8942. Para obtener más información sobre tus derechos como participante, presiona aquí.

Para revisar la carta que enviamos, presiona aquí (carta PDF).

Para revisar el folleto del estudio, presiona aquí (folleto PDF).

¿Quieres empezar ahora con la encuesta?

1 = Sí, estoy de acuerdo en participar ahora

2 = No quiero participar ahora, pero sí en el futuro

0 = No, no quiero participar para nada

### Help Text:

- Tú eres uno de los aproximadamente 150,000 estudiantes que participarán en este estudio.
- Hay poco riesgo por participar en este estudio y tal riesgo se relaciona con la seguridad de los datos. Sin embargo, hemos establecido procedimientos estrictos de seguridad para proteger tu información. Los procedimientos incluyen:
  1. Las respuestas se seguran en el red de RTI, el cual cumple con todos los regulaciones pertinentes de seguridad y privacidad, incluyendo el uso de encriptación fuerte durante la transmisión en el internet (protocolo *Secure Sockets Layer* (SSL)).
  2. Todos los módulos de entrada de datos son protegidos con contraseña y requiere que el usuario inicia sesión antes de acceder a datos confidenciales.
  3. Personal del proyecto estan sujetos a multas grandes y / o encarcelamiento si publican o comunican a sabiendas cualquier información individualmente identificable.

### CATI Consent Text:

**LTR\_S - (THIS SCREEN IS READ TO ALL CATI SAMPLE MEMBERS).** (read to all sample members who opted for CATI):

Recientemente, te enviamos material sobre el Estudio Nacional de Ayuda Económica a Estudiantes de Postsecundaria (NPSAS por sus siglas en inglés) del Departamento de Educación de EE.UU. La encuesta NPSAS se está realizando para determinar cómo los estudiantes y sus familias pagan por la educación después de la escuela superior. Algunos estudiantes, como aquellos que se matricularon por primera vez en la universidad entre el primero de julio de 2019 y el 30 de junio de 2020, y otros grupos especiales, tal vez sean seleccionados para un estudio de seguimiento.

[[{if OFAC list = 0 and data collection group in (1 2) and data collection phase = 1} Ya debiste haber recibido \$[prepaid incentive amount] en efectivo por correo. {else if OFAC list = 0 and data collection group = 1 and data collection phase = 2} Ya debiste haber recibido \$[prepaid incentive amount].] Si no has recibido los \$[prepaid incentive amount], por favor hágamelo saber.] La encuesta toma aproximadamente [{if survey type = 0} 30 {else if survey type = 1} 15 {else} 5] minutos [{if OFAC list = 0} y, como muestra de nuestro agradecimiento, recibirás [{if (data collection phase = 1 and

data collection group in (1 2)) or (data collection phase = 2 and data collection group = 1)} adicionales] \$[incentive amount] por participar.]

Además de tus respuestas a la encuesta, recolectamos otra información de tu institución y otros fuentes, tales como bases de datos sobre préstamos estudiantiles y agencias de exámenes de admisión, relacionado a la matrícula. Tus respuestas, combinados con cualquier información de récords de estudiantes, se pueden usar solo para propósitos estadísticas y no se pueden revelar, o usar, de formas personalmente identificables por cualquier otro propósito, excepto como requerido por la ley (20 U.S.C. §9573 and 6 U.S.C. §151).

A veces hay oportunidades para que los investigadores utilicen datos de estudios previos o compartan datos entre ellos si están realizando una investigación similar. Por estos motivos, nosotros podríamos usar o compartir sus datos desidentificados con otros investigadores. Si lo hacemos, no nos pondremos en contacto con usted para solicitarle su consentimiento informado adicional.

Tu participación es voluntaria y no afectará ninguna asistencia u otros beneficios que tal vez recibirás. Puedes negarte a responder a cualquier pregunta o parar la encuesta en cualquier momento. Hay poco riesgo por participar en este estudio y tal riesgo se relaciona con la seguridad de los datos. Tenemos las siguientes precauciones en su lugar - tus respuestas se guardan a dentro de un red de seguridad aumentado, solo personal del proyecto autorizado tienen acceso a los datos, y todo personal han participado en entrenamiento de privacidad, firmado acuerdos de confidencialidad, y se han sometido a verificación de antecedentes. Toda información personalmente identificable será guardado en archivos de datos seguros y protegido, y serán separados de las respuestas que ya has proveído en esta encuesta.

Si tienes alguna pregunta sobre este estudio, puedes comunicarte con la directora del estudio, Jennifer Wine, llamando al 1-800-723-8942.

**(IF SAMPLE MEMBER HAS ANY QUESTIONS OR WOULD LIKE ADDITIONAL INFORMATION, READ NOLET. OTHERWISE, CONTINUE WITH GOTLTS AND DO NOT READ NOLET)**

**GOTLTS** (read to all sample members who at the end of the LTR\_S script do not have any questions):

¿Podemos empezar ahora la encuesta?

(READ AS NEEDED: Si nos lo pides, podemos enviarte la información de nuevo por correo postal. Si tienes preguntas sobre este estudio, puedes ponerte en contacto con la directora del estudio, la Dra. Jennifer Wine, al 800-723-8942. Si tienes preguntas sobre tus derechos como participante en un estudio, por favor comunícate con la Oficina de Protección a Sujetos de Investigación de RTI al 866-214-2043.

**NOLET** (read to all sample members who need more information):

Tú eres uno de los aproximadamente 150,000 estudiantes que participarán en este estudio.

Hay poco riesgo por participar en este estudio y tal riesgo se relaciona con la seguridad de los datos. Sin embargo, hemos establecido procedimientos estrictos de seguridad para proteger tu información. Los procedimientos incluyen:

- Las respuestas se seguran en el red de RTI, el cual cumple con todos los regulaciones pertinentes de seguridad y privacidad, incluyendo el uso de encriptación fuerte durante la transmisión en el internet (protocolo *Secure Sockets Layer (SSL)*).
- Todos los módulos de entrada de datos son protegidos con contraseña y requiere que el usuario inicia sesión antes de acceder a datos confidenciales.
- Personal del proyecto estan sujetos a multas grandes y / o encarcelamiento si publican o comunican a sabiendas cualquier información individualmente identificable.

¿Podemos empezar ahora la encuesta?

(READ AS NEEDED: Si tienes preguntas sobre tus derechos como participante en un estudio, por favor comunícate con la Oficina de Protección a Sujetos de Investigación de RTI al 866-214-2043.)

## Spanish Letters

### Data Collection Announcement Letter

«date»

«casenamenosuffixALLCAPS»

«addr1»

ID del estudio: «caseid»

«addr2»

«city», «state» «zip»

Estimado(a) «fname»,

¡Felicidades! Has sido seleccionado(a) para participar en el Estudio Nacional de Ayuda Económica a Estudiantes de Postsecundaria (NPSAS) de 2019-20, un estudio importante del Departamento de Educación de los Estados Unidos que ayudará a determinar cómo los estudiantes «**estudiando [major]//[fieldofstudy]**» y sus familias están cubriendo los costos de educación después de la escuela superior. **Hemos trabajado en cooperación con tu institución educativa para facilitar la participación de «NPSASschool» en esta importante investigación.** Tus respuestas a la encuesta representarán a otros estudiantes matriculados en ««el/la»«NPSASschool»»//«tu institución educativa» que no hayan sido seleccionados para participar en NPSAS. Por lo tanto, tu participación es esencial para el éxito del estudio.

Aquí hay información importante que te ayudará a empezar:

- **[IF PREPAID INCENTIVE ELIGIBLE: «Adjunto encontrarás \$2 como agradecimiento por tu participación en NPSAS.»]**
- La encuesta tomará aproximadamente «time» minutos de tu tiempo y puede completarse en cualquier dispositivo electrónico, incluyendo tu teléfono móvil o tableta.
- Para completar la encuesta (disponible en inglés o español):
  - o Visita nuestra página segura de NPSAS en Internet al:  
<https://surveys.nces.ed.gov/npsas/>
  - o Inicia sesión usando tus:
    - ID del estudio: «caseID»
    - Contraseña: «contraseña»
  - o O usa la cámara de tu teléfono para escanear el siguiente código QR:  
«QR CODE»
  - o Si tienes preguntas o problemas para completar tu encuesta en Internet, o si prefieres completar tu encuesta por teléfono, llama a la **Línea de Ayuda de NPSAS al 877-677-2766** o envíanos un correo electrónico a [npsas@ed.gov](mailto:npsas@ed.gov).
- **[IF INCENTIVE ELIGIBLE: «Después de completar la encuesta recibirás \$«Inc\_amount» como muestra de agradecimiento a través de «PayPal o con» cheque.»]**
- Debido a que tu participación es importante, quizá recibas recordatorios vía correo electrónico, correo postal, teléfono y mensajes de texto.

To request contact materials in English in the future, please call 877-677-2766 or send an e-mail to [npsas@ed.gov](mailto:npsas@ed.gov).

Atentamente,

Tracy Hunt-White, Ph.D.  
Oficial del proyecto, NPSAS

Jennifer Wine, Ph.D.  
Directora del proyecto, NPSAS

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NCES está autorizado a hacer el Estudio Nacional de Ayuda Económica a Estudiantes de Postsecundaria (NPSAS) de 2019-20 por el Acta de Reforma de las Ciencias de la Educación de 2002 (ESRA 2002, 20 U.S.C., § 9543) y a obtener récords educativos de los estudiantes de agencias o instituciones educativas para propósitos de evaluación de programas de educación con fondos federales, bajo la Ley de Derechos Educativos y Privacidad Familiar (FERPA, 34 CFR §§ 99.31(a)(3)(iii) and 99.35). RTI International, una organización sin fines de lucro que realiza estudios y está basada en los Estados Unidos, está recolectando los datos para NCES.

La información que proporcione podrá usarse solamente para propósitos estadísticos y no podrá divulgarse ni usarse de manera que permita identificar a los participantes para ningún otro propósito, salvo que lo requiera la ley (20 U.S.C., § 9573 y 6 U.S.C. §151).

Según lo establece el Acta de Reducción del Papeleo de 1995, ninguna persona está obligada a responder a un pedido de información si el mismo no contiene un número de control de OMB válido. El número de control de OMB válido para recolectar esta información que se proporciona voluntariamente es 1850-0666. Se calcula que el tiempo necesario para completar este pedido de información es en promedio de 30 minutos aproximadamente por participante, incluyendo el tiempo que lleva revisar las instrucciones, juntar los datos necesarios, y completar y revisar la información que se solicita. Si tienes algún comentario con respecto a la precisión del cálculo de tiempo, sugerencias para mejorar esta encuesta, o cualquier comentario o inquietud acerca del estatus del envío de su encuesta individual, por favor escriba directamente a El Estudio Nacional de Ayuda Económica a Estudiantes de Postsecundaria de 2019-20 (NPSAS:20), Centro Nacional para Estadísticas de Educación, Potomac Center Plaza, 550 12th St., SW, Room 4007, Washington, DC 20202. Número de aprobación de OMB: 1850-0666. Fecha de vencimiento: xx/xx/xxxx.

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## Reminder Letter 1

«date»

«casenamenosuffixALLCAPS»

«addr1»

ID del estudio: «caseid»

«addr2»

«city», «state» «zip» «zip4»

Estimado(a) «fname»,

La recolección de datos para el Estudio Nacional de Ayuda Económica a Estudiantes de Postsecundaria (NPSAS, por sus siglas en inglés) del Departamento de Educación de los Estados Unidos continúa y nosotros queremos escuchar de los «estudiantes de **[major]//[fieldofstudy]** como »tú.

La encuesta «reducida»- que puede ser completada fácilmente desde un dispositivo móvil - toma aproximadamente «**time**» **minutos** de tu tiempo. [IF INCENTIVE ELIGIBLE: «Cuando completes tu encuesta, «ahora » «todavía » recibirás \$«**inc\_amount**» como muestra de nuestro agradecimiento, a través de «PayPal o con »cheque« **además de los \$«prepaid1»//«prepaid2» que te enviamos anteriormente**».]

Por favor ingresa a nuestro sitio electrónico seguro para participar:

<https://surveys.nces.ed.gov/npsas/>

**ID del estudio:** «caseid»

**Contraseña:** «password»

*Nota: Tu contraseña distingue entre mayúsculas y minúsculas; necesitarás escribirla tal como aparece aquí.*

O usa la cámara de tu teléfono para escanear el siguiente código QR que te llevará a la «encuesta»/«página de Internet»:

«QR CODE»

Si tienes preguntas, necesitas ayuda para completar tu encuesta en Internet, o prefieres completar la encuesta por teléfono, simplemente llama a la **Línea de Ayuda de NPSAS** al **877-677-2766** o envíanos un correo electrónico a [npsas@ed.gov](mailto:npsas@ed.gov).

Gracias, de antemano, por tu participación.

To request contact materials in English in the future, please call 877-677-2766 or send an e-mail to **npsas@ed.gov**.

Tracy Hunt-White, Ph.D.  
Oficial del proyecto, NPSAS  
Centro Nacional para Estadísticas de Educación  
[Tracy.Hunt-White@ed.gov](mailto:Tracy.Hunt-White@ed.gov) | 202-245-6507

Jennifer Wine, Ph.D.  
Directora del proyecto, NPSAS  
RTI International  
[jennifer@rti.org](mailto:jennifer@rti.org) | 877-225-8470

«panelinfo»/«controlID»



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NCES está autorizado a hacer el Estudio Nacional de Ayuda Económica a Estudiantes de Postsecundaria (NPSAS) de 2019-20 por el Acta de Reforma de las Ciencias de la Educación de 2002 (ESRA 2002, 20 U.S.C., § 9543) y a obtener récords educativos de los estudiantes de agencias o instituciones educativas para propósitos de evaluación de programas de educación con fondos federales, bajo la Ley de Derechos Educativos y Privacidad Familiar (FERPA, 34 CFR §§ 99.31(a)(3) (iii) and 99.35). RTI International, una organización sin fines de lucro que realiza estudios y está basada en los Estados Unidos, está recolectando los datos para NCES.

La información que proporcione podrá usarse solamente para propósitos estadísticos y no podrá divulgarse ni usarse de manera que permita identificar a los participantes para ningún otro propósito, salvo que lo requiera la ley (20 U.S.C., § 9573 y 6 U.S.C. §151).

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## Reminder Letter 2

«date»

«casenamenosuffixALLCAPS»

«addr1»

«addr2»

«city», «state» «zip» «zip4»

ID del estudio: «caseid»

Estimado(a) «fname»,

Los datos del Estudio Nacional de Ayuda Económica a Estudiantes de Postsecundaria (NPSAS) del Departamento de Educación de los Estados Unidos ayudan a legisladores, investigadores y educadores a entender mejor los problemas que afectan la vida de los estudiantes que participan en educación después de la escuela superior. Saber lo que les sucede a «estudiantes estudiando **[major]**///**[fieldofstudy]** como »tú es muy importante.

[IF ABBREVIATED OR NRFU: Como probablemente tengas muy poco tiempo, ahora podemos ofrecerte una versión reducida de la encuesta de NPSAS, que «solamente » te tomará **«time» minutos** para completar.»] [IF FULL: Tus experiencias son únicas y nadie puede sustituirte en esta encuesta de **«time»-minutos.**»]

[IF INCENTIVE ELIGIBLE: «¡Una vez que hayas completado la encuesta, «ahora » «todavía »recibirás \$«inc\_amount» por participar, a través de «PayPal o con »cheque« además de los \$«prepaid1»///**«prepaid2»** que te enviamos por adelantado!»]

Completa tu encuesta hoy, iniciando sesión en:

<https://surveys.nces.ed.gov/npsas/>

**ID del estudio:** «caseid»

**Contraseña:** «password»

*Nota: Tu contraseña distingue entre mayúsculas y minúsculas; necesitarás escribirla tal como aparece aquí.*

O usa la cámara de tu teléfono para escanear el siguiente Código QR que te llevará a «la encuesta»/«la página en Internet»:

«QRCODE»

Si tienes preguntas, necesitas ayuda para completar tu encuesta en Internet, o prefieres completar la encuesta por teléfono, simplemente llama a la **Línea de Ayuda de NPSAS** al **877-677-2766** o envíanos un correo electrónico a [npsas@ed.gov](mailto:npsas@ed.gov).

Gracias, de antemano, por tu participación.

To request contact materials in English in the future, please call 877-677-2766 or send an e-mail to **npsas@ed.gov**.

Tracy Hunt-White, Ph.D.  
Oficial del proyecto, NPSAS  
Centro Nacional para Estadísticas de Educación  
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«panelinfo»/«controlID»



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## Nonresponse Follow-up – 5-Minute Survey Letter

«date»

«casenamenosuffixALLCAPS»

«addr1»

«addr2»

«city», «state» «zip» «zip4»

ID del estudio: «caseid»

Estimado(a) «fname»,

¡Participar en NPSAS es más fácil que nunca! **Completar la encuesta te toma ahora solo 5 minutos de tu tiempo.** [IF INCENTIVE ELIGIBLE: «Como agradecimiento por tu participación, **«ahora » «todavía »recibirás \$«inc\_amount»** a través de «PayPal o con»cheque« **además de los \$«prepaid1»//«prepaid2» que te envíamos por adelantado».**»] Se incluye aquí una muestra de las preguntas que te harán para que puedas ver qué breve y fácil es de completar.

Puedes completar tu encuesta:

- Iniciando sesión en nuestro sitio de Internet seguro <https://surveys.nces.ed.gov/npsas/> usando las claves de acceso que te dan a continuación (*Tu contraseña distingue entre mayúsculas y minúsculas; necesitarás escribirla tal como aparece aquí.*

**ID del estudio:** «caseid»

**Contraseña:** «password»

- O usa la cámara de tu teléfono para escanear el siguiente código QR que te llevará a «la encuesta»/«la página de Internet»:  
«QR CODE»

Tú fuiste seleccionado(a) para representar a muchos otros estudiantes en «**el/la » «NPSASschool»»//«tu institución»**. Nadie puede sustituirte, así que esperamos que participes en el estudio, ¡especialmente ahora que completar la encuesta toma solamente 5 minutos!

Si tienes preguntas, necesitas ayuda para completar tu encuesta en Internet, o prefieres completar la encuesta por teléfono, simplemente llama a la **Línea de Ayuda de NPSAS** al **877-677-2766** o envíanos un correo electrónico a [npsas@ed.gov](mailto:npsas@ed.gov).

Gracias de antemano por ayudar a informar futuras políticas educativas.

To request contact materials in English in the future, please call 877-677-2766 or send an e-mail to **npsas@ed.gov**.

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## Abbreviated Survey Invitation Letter

«date»

«casenamenosuffixALLCAPS»

«addr1»

ID del estudio: «caseid»

«addr2»

«city», «state» «zip» «zip4»

Estimado(a) «fname»,

**La encuesta de NPSAS toma ahora solamente «time» minutos** [IF INCENTIVE ELIGIBLE: «y al completarla, «ahora » «todavía »recibirás \$«Inc\_amount» como muestra de nuestro agradecimiento, a través de «PayPal o con »cheque« además de los \$«prepaid1»//«prepaid2» que te enviamos por adelantado»»].

Por favor visita hoy la página en Internet para completar la encuesta reducida.

<https://surveys.nces.ed.gov/npsas/>

**ID del estudio:** «caseid»

**Contraseña:** «password»

*Nota: Tu contraseña distingue entre mayúsculas y minúsculas; necesitarás escribirla tal como aparece aquí.*

O usa la cámara de tu teléfono para escanear el siguiente código QR que te llevará a «la encuesta»/«la página de Internet»:

«QR CODE»

Tus experiencias «estudiando **[major]//[fieldofstudy]**» en ««la »«**NPSASschool**»»//«tu institución» son únicas y, si tú decides no participar en NPSAS, nadie puede sustituirte.

Si tienes preguntas, necesitas ayuda para completar tu encuesta en Internet, o prefieres completar la encuesta por teléfono, simplemente llama a la **Línea de Ayuda de NPSAS al 877-677-2766** o envíanos un correo electrónico a [npsas@ed.gov](mailto:npsas@ed.gov).

Gracias, de antemano, por tu participación.

To request contact materials in English in the future, please call 877-677-2766 or send an e-mail to **npsas@ed.gov**.

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«panelinfo»/«controlID»



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## Incentive Change Letter (Group 2, Phase 2)

«date»

«fname» «mname» «lname» «suffix»

«addr1»

«addr2»

«city», «state» «zip» «zip4»

Estimado(a) «fname»,

Dado que tu participación en NPSAS es muy importante, has sido seleccionado(a) para **recibir \$«Boost\_Inc» adicionales** por completar tu encuesta de NPSAS —o sea un **total de \$«inc\_amount»!** Completa hoy tu encuesta «reducida» de «**time»-minutos** y recibe tus \$«Boost\_Inc» adicionales».

Para completar hoy tu encuesta, visita la página de Internet de NPSAS e inicia sesión usando tu ID del estudio y contraseña siguientes:

<https://surveys.nces.ed.gov/npsas/>

**ID del estudio:** «caseid»

**Contraseña:** «password»

*Nota: Tu contraseña distingue entre mayúsculas y minúsculas; necesitarás escribirla tal como aparece aquí.*

O usa la cámara de tu teléfono para escanear el siguiente código QR que te llevará a «la encuesta»/«la página de Internet»:

«QRCODE»

Si tienes preguntas, necesitas ayuda para completar tu encuesta en Internet, o prefieres completar la encuesta por teléfono, simplemente llama a la **Línea de Ayuda de NPSAS al 877-677-2766** o envíanos un correo electrónico a [npsas@ed.gov](mailto:npsas@ed.gov).

Gracias, de antemano, por tu participación.

To request contact materials in English in the future, please call 877-677-2766 or send an e-mail to [npsas@ed.gov](mailto:npsas@ed.gov).

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«panelinfo»/«controlID»

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### Additional Prepaid Incentive Letter (Group 1, Phase 2)

«date»

«fname» «mname» «lname» «suffix»

«addr1»

ID del estudio: «caseid»

«addr2»

«city», «state» «zip» «zip4»

Estimado(a) «fname»,

**[IF PayPal PREPAID: «Dado que tu participación en NPSAS es muy importante, te enviamos \$«prepaid2» a través de PayPal «a [e-mailaddress] » como muestra de agradecimiento por tu participación en NPSAS. Si prefieres a recibir los \$«prepaid2» por cheque, por favor contactanos a [npsas@rti.org](mailto:npsas@rti.org) o 800-723-8942.»] [IF CASH PREPAID: «Dado que tu participación en NPSAS es muy importante, estamos incluyendo \$«prepaid2» en esta carta como agradecimiento por tu participación en NPSAS.»]**

[IF INCENTIVE ELIGIBLE: «Una vez que hayas completado la encuesta, **recibirás \$«inc\_amount» por participar**, a través de «PayPal o con »cheque« **además de los \$«prepaid2» que te enviamos por adelantado»!**»]

Para completar hoy tu encuesta, visita la página de Internet de NPSAS e inicia sesión usando tu ID del estudio y contraseña siguientes:

<https://surveys.nces.ed.gov/npsas/>

**ID del estudio:** «caseid»

**Contraseña:** «password»

*Nota: Tu contraseña distingue entre mayúsculas y minúsculas; necesitarás escribirla tal como aparece aquí.*

O usa la cámara de tu teléfono para escanear el siguiente código QR que te llevará a «la encuesta»/«la página de Internet»:

«QR CODE»

Si tienes preguntas, necesitas ayuda para completar tu encuesta en Internet, o prefieres completar la encuesta por teléfono, simplemente llama a la **Línea de Ayuda de NPSAS al 877-677-2766** o envíanos un correo electrónico a [npsas@ed.gov](mailto:npsas@ed.gov).

Gracias, de antemano, por tu participación.

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Tracy Hunt-White, Ph.D.  
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Centro Nacional para Estadísticas de

Jennifer Wine, Ph.D.  
Directora del proyecto, NPSAS  
RTI International

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**Thank You Letter – sent with check**

«date»

«casenamenosuffixALLCAPS»

«addr1»

«addr2»

«city», «state» «zip» «zip4»

Estimado(a) «fname»:

En nombre del Departamento de Educación de los Estados Unidos y del personal del Estudio Nacional de Ayuda Económica a Estudiantes de Postsecundaria (NPSAS), queremos darte las gracias. Tu participación en NPSAS nos ayudará a formular políticas federales de asistencia para futuros estudiantes.

Encontrarás aquí incluido un cheque por **\$«inc\_amount»** as a como muestra de nuestro agradecimiento. Si tienes preguntas, por favor no dudes en llamarnos a **NPSAS Línea de Ayuda al 877-677-2766 o por correo electrónico a [npsas@ed.gov](mailto:npsas@ed.gov)**.

¡Gracias por ayudarnos a entender mejor las experiencias de los estudiantes de postsecundaria!

Para solicitar materiales de contacto en inglés en el futuro, por favor llame al 877-677-2766 o envía un e-mail a [npsas@ed.gov](mailto:npsas@ed.gov). To request contact materials in English in the future, please call 877-677-2766 or send an e-mail to **[npsas@ed.gov](mailto:npsas@ed.gov)**.

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«panelinfo»/«controlID»

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## Spanish E-mails

### Data Collection Announcement E-mail

**ASUNTO:** Estudio Nacional de Ayuda Económica a Estudiantes de Postsecundaria (NPSAS) del Departamento de Educación de los Estados Unidos



U.S. DEPARTMENT OF EDUCATION  
INSTITUTE OF EDUCATION SCIENCES

NATIONAL CENTER FOR EDUCATION STATISTICS

¡Felicidades, «fname»! Has sido seleccionado(a) para participar en el Estudio Nacional de Ayuda Económica a Estudiantes de Postsecundaria (NPSAS, por sus siglas en inglés) de 2019-20, un importante estudio del Departamento de Educación de los Estados Unidos que ayudará a determinar cómo los estudiantes **«estudiando [major]//[fieldofstudy]»** y sus familias están cubriendo los costos de educación después de la escuela superior.

**Hemos trabajado en cooperación con [«PC\_name»/personal profesional] en tu institución educativa para facilitar la participación de «el/la »«NPSASschool» en este importante estudio.]//[Hemos trabajado en cooperación con tu institución para facilitar la participación de «el/la »««NPSASschool» en este importante estudio.]** Tú fuiste seleccionado(a) para representar a muchos otros estudiantes en ««el/la » «NPSASschool»»//«tu institución» que no fueron seleccionados para participar. Por lo tanto, tu participación es esencial para el éxito del estudio.

Aquí hay información importante que te ayudará a empezar:

- Te tomará aproximadamente **«time» minutos** para completar la encuesta.
- Para comenzar la encuesta automáticamente (disponible en inglés o español), presiona el siguiente botón:



Si deseas entrar a la página de nuestro estudio en Internet, puedes iniciar sesión con tu ID del estudio y contraseña que aparecen a continuación:

<https://surveys.nces.ed.gov/npsas/>

**ID del estudio:** «caseid»

**Contraseña:** «password» *(la contraseña distingue entre mayúsculas y minúsculas)*

- **[IF PREPAID INCENTIVE ELIGIBLE AND UNSURE OF ADDRESS: «Te enviamos \$2 a través de PayPal «a [e-mailaddress] » como agradecimiento por tu participación en NPSAS.»] [IF PREPAID INCENTIVE ELIGIBLE AND GOOD ADDRESS: «Te estamos enviando \$2 por correo como agradecimiento por tu participación en NPSAS. No olvides estar pendiente de un sobre blanco grande que recibirás por correo postal de parte del Centro Nacional para Estadísticas de Educación.»] [IF INCENTIVE ELIGIBLE: « Por favor completa la encuesta para recibir \$«Inc\_amount» a través de «PayPal o con »cheque como**

**agradecimiento por tu participación»].** Tu participación en este estudio no afectará ninguna ayuda u otro tipo de beneficios que recibas.

- Dado que tu participación es importante, quizá recibas recordatorios vía correo electrónico, correo postal, teléfono y mensajes de texto.

Si tienes preguntas o prefieres completar la encuesta por teléfono, simplemente llama a la **Línea de Ayuda de NPSAS** al **877-677-2766** o envíanos un correo electrónico a [npsas@ed.gov](mailto:npsas@ed.gov).

Puedes obtener más información sobre el estudio, visitando la página de Internet <https://surveys.nces.ed.gov/npsas/>.

Esperamos que disfrutes de esta oportunidad de compartir tus experiencias y ayudar a informar decisiones sobre políticas.

Muchas gracias,

Tracy Hunt-White, Ph.D.  
Oficial del proyecto, NPSAS  
Centro Nacional para Estadísticas de  
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[jennifer@rti.org](mailto:jennifer@rti.org) | 877-225-8470

No. de Control de OMB: 1850-0666

*Obtén más información sobre nuestros procedimientos de confidencialidad en*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«emailID»

Click [here](#) to request contact materials in English.

## Reminder E-mail 1

**SUBJECT:** ¡La encuesta de NPSAS te necesita!

«fname», te **necesitamos** para que NPSAS sea un éxito.

Recientemente, te enviamos una invitación para que seas parte del Estudio Nacional de Ayuda Económica a Estudiantes de Postsecundaria (NPSAS) de 2019-20. [IF PREPAID:«junto con \$«prepaid1»//«prepaid2»« a través de PayPal»//« por correo postal»». Tú has sido seleccionado(a) para representar a otros «studenttype» estudiantes «**del/de la** »«**NPSASschool**»»//«tu institución». Tu participación es esencial para que el estudio sea un éxito. Completa hoy tu encuesta de NPSAS y ayúdanos a informar políticas sobre cuestiones de educación postsecundaria, tales como préstamos estudiantiles.

Completar tu encuesta «reducida » tomará «solamente » aproximadamente «**time**» **minutos** [IF INCENTIVE ELIGIBLE: «y «todavía »recibirás \$«**inc\_amount**» a través de «**PayPal o con** »**cheque como agradecimiento por tu participación**»].

¡Es fácil completar la encuesta hoy!



O visita <https://surveys.nces.ed.gov/npsas/> y inicia sesión:

**ID del estudio:** «caseID»

**Contraseña:** «password»

También puedes completar tu encuesta por teléfono, llamando al **877-677-2766**.

**No hay problema si no tienes tiempo de completar toda la encuesta en este momento** – puedes comenzar tu encuesta ahora y terminarla más tarde. Podrás continuar desde donde te quedaste.

Si tienes otras preguntas, por favor ponte en contacto con la **Línea de Ayuda de NPSAS llamando al 877-677-2766** o enviándonos un correo electrónico a [npsas@ed.gov](mailto:npsas@ed.gov).

[INSERT MERGE FIELD FROM TABLE – SOURCE AND SIGNATORY, PAGE E-196]

No. de Control de OMB: 1850-0666

*Obtén más información sobre nuestros procedimientos de confidencialidad en*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«emailID»

Click [here](#) to request contact materials in English.



**Reminder E-mail 8**

**SUBJECT:** Toma parte de un importante estudio sobre educación al participar en NPSAS

Estimado(a), «fname»,

Los datos de NPSAS son usados por legisladores para informar decisiones políticas sobre cuestiones de educación postsecundaria, como los de préstamos estudiantiles. Tu participación en NPSAS es esencial para el éxito del estudio y esperamos que participes. Este estudio del Departamento de Educación de los Estados Unidos incluye a todos tipo de estudiantes y tu participación «como » estudiante » «studenttype» es importante. Nadie puede sustituirte en el estudio.

La encuesta de NPSAS «solamente »toma **«time» minutos** [IF INCENTIVE ELIGIBLE: « y, una vez que la hayas completado, «ahora » «todavía »recibirás \$«inc\_amount», a través de «PayPal o con »cheque« además de los \$«prepaid1»//«prepaid2» que te enviamos por adelantado« a través de PayPal»//« por correo postal»»»]!



O, inicia sesión en nuestra página de Internet  
<https://surveys.nces.ed.gov/npsas/>

**ID del estudio:** «caseid»

**Contraseña:** «password»

Puedes llamar a la **Línea de Ayuda de NPSAS al 877-677-2766 o contestar a este correo electrónico** si tienes preguntas o tienes algún problema para completar la encuesta, o si deseas completar la encuesta por teléfono.

Te agradecemos de antemano que compartas tus experiencias con nosotros.

[INSERT MERGE FIELD FROM TABLE - SOURCE AND SIGNATORY, PAGE E-196]

No. de Control de OMB: 1850-0666

*Obtén más información sobre nuestros procedimientos de confidencialidad en*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«emailID»

Click [here](#) to request contact materials in English.

Reminder E-mail 21

**SUBJECT:** «Fname», ¡participa hoy en NPSAS!

«Fname», ¡hemos estado contactándote a ti «y a otros estudiantes que estudian [major]//[fieldofstudy] » acerca de participar en NPSAS!

Sabemos que tienes muy poco tiempo disponible, pero necesitamos tu ayuda para asegurarnos que NPSAS represente a todos los estudiantes matriculados en educación postsecundaria en ««el/la »«NPSASSchool»»//«tu institución». [IF ABBREVIATED OR NRFU: «Para amoldarnos a las exigencias de tus horarios, completar tu encuesta te tomará solamente «time» minutos ».] [IF FULL: «Completar tu encuesta toma aproximadamente «time» minutos.»] [IF INCENTIVE ELIGIBLE: «**Ahora, te enviaremos »/«Todavía »te enviaremos \$«inc\_amount» por completarla «, ¡además de los \$«prepaid1»//«prepaid2» que te enviamos por adelantado« a través de PayPal»//« por correo postal»!»»]**



O inicia sesión en nuestro sitio de Internet seguro en:  
<https://surveys.nces.ed.gov/npsas/>

**ID del estudio:** «caseid»  
**Contraseña:** «password»

Puedes llamar al **877-677-2766** para obtener más información sobre NPSAS o para completar tu encuesta por teléfono con uno(a) de nuestros(as) entrevistadores(as) entrenados(as).

Gracias de antemano por ayudar a informar futuras políticas educativas.

Gracias,

[INSERT MERGE FIELD FROM TABLE - SOURCE AND SIGNATORY, PAGE E-196]

No. de Control de OMB: 1850-0666

*Obtén más información sobre nuestros procedimientos de confidencialidad en*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«emailID»

Click [here](#) to request contact materials in English.

## Reminder E-mail 30

**SUBJECT:** Eres la pieza que falta en NPSAS

«fname», ¡aún nos falta escuchar de «estudiantes que estudian [major]//[fieldofstudy] como »tú! Tú puedes contribuir a un estudio importante realizado por el Departamento de Educación de los Estados Unidos y «solamente» toma «time» minutos.

¡NPSAS ayuda a investigadores, educadores y legisladores a entender mejor las cuestiones que te afectan!

- ¿Cuáles son los costos por continuar con la educación postsecundaria?
- ¿Qué impacto tienen los préstamos estudiantiles en la vida de los estudiantes?
- ¿Preparan las instituciones de educación postsecundaria a los estudiantes para que consigan los empleos que quieren?



O, inicia sesión en nuestra página en:  
<https://surveys.nces.ed.gov/npsas/>

**ID del estudio:** «caseid»

**Contraseña:** «password»

[IF INCENTIVE ELIGIBLE: «Cuando completes la encuesta de NPSAS , «ahora » «todavía» recibirás \$«inc\_amount», a través de «PayPal o con »cheque« además de los \$«prepaid1»//«prepaid2» que te enviamos por adelantado« a través de PayPal»//« por correo postal»».]

Si lo prefieres, también puedes completar tu encuesta por teléfono, llamando a la Línea de Ayuda de NPSAS al **877-677-2766**.

Gracias,

[INSERT MERGE FIELD FROM TABLE - SOURCE AND SIGNATORY, PAGE E-196]

No. de Control de OMB: 1850-0666

*Obtén más información sobre nuestros procedimientos de confidencialidad en*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>  
«emailID»

Click [here](#) to request contact materials in English.

Reminder E-mail 33

**SUBJECT:** NPSAS está por terminar

¡El tiempo para participar en NPSAS se está acabando, «fname»! Todavía queremos saber de tus experiencias como estudiante en «el/la »«NPSASschool»»//«tu institución».

«La encuesta de NPSAS **termina el «end\_date».**» Por favor tómate un rato de tiempo «antes del «end\_date»» para completar tu encuesta «reducida »de «time»-**minutos.** [IF INCENTIVE ELIGIBLE: «Si terminas tu encuesta para entonces, «todavía »recibirás los \$«inc\_amount» a través de «PayPal o con »cheque« **además de los \$«prepaid1»//«prepaid2» que te enviamos por adelantado**« a través de PayPal»//« por correo postal»»!»]



O puedes visitar la página de Internet de NPSAS e iniciar sesión:

<https://surveys.nces.ed.gov/npsas/>

**ID del estudio:** «caseID»

**Contraseña:** «contraseña»

Si tienes preguntas, por favor ponte en contacto con la **Línea de Ayuda de NPSAS, llamando al 877-677-2766.**

Atentamente,

[INSERT MERGE FIELD FROM TABLE – SOURCE AND SIGNATORY, PAGE E-196]

No. de Control de OMB: 1850-0666

*Obtén más información sobre nuestros procedimientos de confidencialidad en*

<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«emailID»

Click [here](#) to request contact materials in English.

## Nonresponse Follow-up: 5-Minute Survey E-mail

**SUBJECT:** La encuesta de NPSAS ahora se completa en 5 minutos

«fname»,

¡Participar en NPSAS es más fácil que nunca! Tu encuesta ahora tiene «**menos de**» «**number\_questions**» **preguntas**» y toma solamente unos **5 minutos** de tu tiempo. Para ver lo fácil que es responder las preguntas, puedes dar una mirada a la encuesta en nuestra página de Internet: [https://surveys.nces.ed.gov/npsas/LINK\\_TO\\_PDF](https://surveys.nces.ed.gov/npsas/LINK_TO_PDF). [IF INCENTIVE ELIGIBLE: «Como agradecimiento por tu participación **«ahora» «todavía» recibirás \$«inc\_amount», a través de «PayPal o con» cheque« además de los \$«prepaid1»//«prepaid2» que te enviamos por adelantado».**»]



O visita nuestra página segura en <https://surveys.nces.ed.gov/npsas/> e inicia sesión usando las credenciales a continuación.

**ID del estudio:** «caseid»

**Contraseña:** «contraseña»

Puedes llamar al **877-677-2766** para obtener más información sobre NPSAS o para completar tu encuesta por teléfono.

Tus respuestas a la encuesta representarán a otros estudiantes matriculados en «**«el/la» «NPSASschool»**» //«tu institución que no fueron seleccionados para participar en NPSAS. Esperamos que participes en el estudio, ¡especialmente ahora que completar la encuesta toma solamente 5 minutos!

Gracias de antemano por hacer que la encuesta de NPSAS del Departamento de Educación de los Estados Unidos sea un éxito.

[INSERT MERGE FIELD FROM TABLE – SOURCE AND SIGNATORY, PAGE E-196]

No. de Control de OMB: 1850-0666

*Obtén más información sobre nuestros procedimientos de confidencialidad en*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«emailID»

Click [here](#) to request contact materials in English.

## Abbreviated Announcement E-mail

**SUBJECT:** Ahora la encuesta de NPSAS toma solamente «time» minutos «fname», ahora completar la encuesta de NPSAS toma solamente **«time» minutos** [IF INCENTIVE ELIGIBLE: «y «**ahora** » «**todavía** »**recibirás \$«inc\_amount» por tu participación**, a través de «PayPal o con »cheque« **además de \$«prepaid1»//«prepaid2» que te envíamos por adelantado**« a través de PayPal»//« por correo postal»»].

Puedes completar la encuesta en una de estas dos formas:

- Por Internet:



O visita <https://surveys.nces.ed.gov/npsas/>  
Inicia sesión usando tus credenciales seguras:  
**ID del estudio:** «caseid»  
**Contraseña:** «password»

- Por teléfono: Llámanos al 877-677-2766 para completar tu encuesta con un entrevistador

Esperamos que participes en el estudio, especialmente ahora que completar la encuesta toma solamente ¡«**time**» **minutos**! Necesitamos saber de ti. Gracias de antemano por hacer que Estudio Nacional de Ayuda Económica a Estudiantes de Postsecundaria del Departamento de Educación de los Estados Unidos sea un éxito.

[INSERT MERGE FIELD FROM TABLE – SOURCE AND SIGNATORY, PAGE E-196]

No. de Control de OMB: 1850-0666

*Obtén más información sobre nuestros procedimientos de confidencialidad en*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«[emailID](#)»

Click [here](#) to request contact materials in English.

**Incentive Change E-mail (Group 2, Phase 2 Incentive Boost)**

**SUBJECT:** Acabamos de aumentar el incentivo por tu participación en NPSAS

Buenos días, «fname»,

Dado que tu participación en NPSAS es muy importante, ¡has sido seleccionado(a) para recibir \$«Boost\_Inc» más por completar la encuesta de NPSAS —o sea, un total de «inc\_amount», **a través de «PayPal o con »cheque!** Completa hoy tu encuesta **«reducida » a «time» minutos** y recibirás tus \$«Boost\_Inc» adicionales.



O puedes visitar la página de NPSAS e iniciar sesión en:

<https://surveys.nces.ed.gov/npsas/>

**ID del estudio:** «caseID»

**Contraseña:** «contraseña»

Si tienes preguntas o si prefieres participar por teléfono, por favor llama al **877-677-2766**.

Gracias de antemano por tu participación.

[INSERT MERGE FIELD FROM TABLE - SOURCE AND SIGNATORY, PAGE E-196]

No. de Control de OMB: 1850-0666

*Obtén más información sobre nuestros procedimientos de confidencialidad en*

<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«emailID»

Click [here](#) to request contact materials in English.

Additional Prepaid Incentive E-mail (Group 1, Phase 2)

**SUBJECT:** Agradecimiento por tu participación en NPSAS

Buenos días, «fname»,

**[IF PayPal PREPAID:** «Dado que tu participación en NPSAS es muy importante, **te enviamos \$«prepaid2» por PayPal «a [e-mailaddress] »como agradecimiento por tu participación en NPSAS. Si prefieres a recibir los \$«prepaid2» por cheque, por favor contactanos a [npsas@rti.org](mailto:npsas@rti.org) o 800-723-8942.»]** **[IF CASH PREPAID:** « Dado que tu participación en NPSAS es muy importante, **te estamos enviando \$«prepaid2» por correo electrónico como agradecimiento por tu participación en NPSAS. Recuerda buscar un sobre blanco grande del Centro Nacional para Estadísticas de Educación.»]**

**[IF INCENTIVE ELIGIBLE:** « Una vez que hayas completado la encuesta, **recibirás \$«inc\_amount» por tu participación, a través de «PayPal o con »cheque« además de los \$«prepaid2» que te enviamos por adelantado»!**»]



O puedes visitar la página de NPSAS e iniciar sesión en:

<https://surveys.nces.ed.gov/npsas/>

**ID del estudio:** «caseID»

**Contraseña:** «contraseña»

Si tienes preguntas o si prefieres participar por teléfono, por favor llama al **877-677-2766**.

Gracias de antemano por tu participación.

[INSERT MERGE FIELD FROM TABLE - SOURCE AND SIGNATORY, PAGE E-196]

No. de Control de OMB: 1850-0666

*Obtén más información sobre nuestros procedimientos de confidencialidad en*

<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«emailID»

Click [here](#) to request contact materials in English.



**Thank You E-mail**

**SUBJECT:** De parte de NPSAS, te damos las gracias

Estimado(a) «fname»,

En nombre del Departamento de Educación de los Estados Unidos y el personal del Estudio Nacional de Ayuda Económica a Estudiantes de Postsecundaria (NPSAS) queremos darte las gracias por participar en NPSAS. Tu participación es muy importante para ayudar a asegurar el éxito del estudio.

[INSERT MERGE FIELD FROM TABLE -INCENTIVE SELECTION, PAGE E-196]

Si tienes preguntas, por favor no dudes en llamarnos a **NPSAS Línea de Ayuda al 877-677-2766**.

¡Gracias por ayudar a que NPSAS sea un éxito!

Attentamente,

[INSERT MERGE FIELD FROM TABLE - SOURCE AND SIGNATORY, PAGE E-196]

ID del estudio: «caseID»

No. de Control de OMB: 1850-0666

*Obtén más información sobre nuestros procedimientos de confidencialidad en*  
<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«emailID»

Click [here](#) to request contact materials in English.

**BPS:20/22 FT Panel Maintenance E-mail**

**SUBJECT:** Actualiza tu información de contacto para BPS

Estimado(a) «fname» «lname»:

Me complace informarte que has sido seleccionado(a) para participar en el Estudio Longitudinal de Estudiantes que Comienzan Programas Postsecundarios de 2020/22 (BPS, por sus siglas en inglés), un estudio importante que le da seguimiento a estudiantes que se matricularon por primera vez en educación postsecundaria durante el año académico 2018-19. El Centro Nacional para Estadísticas de Educación (NCES, por sus siglas en inglés) del Instituto de Ciencias de Educación del Departamento de Educación de los Estados Unidos ha contratado a RTI International para recolectar información para BPS en su nombre. BPS proporcionará a legisladores, educadores e investigadores una mejor comprensión de los factores que afectan la matriculación y el logro académico en educación postsecundaria, incluyendo la manera en que los estudiantes pagan la universidad o *college*, y el empleo durante y después de esos estudios.

**Por favor dedica 3 minutos para actualizar tu información de contacto «y selecciona las formas de contacto que prefieres» para que podamos comunicarnos contigo cuando comience la recolección de datos.**

Puedes actualizar tu información en nuestro sitio de Internet seguro: <<Website URL>> - con tu ID del estudio exclusivo.

**ID del estudio:** «caseid»

Si tienes alguna pregunta o tienes dificultades en la página de Internet, o si prefieres actualizar esta información por teléfono, por favor llámanos al **877-225-8470**.

¡Gracias de antemano por ayudar a que BPS sea un éxito!

[Signature]

*No. de Control de OMB: 1850-0666*

*Obtén más información sobre nuestros procedimientos de confidencialidad en*

*<<Website URL>>confidentiality.aspx*

Click here to request contact materials in English.

**Coronavirus Informational E-mail - Spanish**

**SUBJECT:** Actualización de tu encuesta NPSAS

Estimado(a) <fname>,

Esperamos que este correo electrónico te encuentre bien en medio de los desafíos de estos tiempos difíciles e inciertos. Reconocemos que tan perturbador COVID-19 es para la comunidad educativa entera y entendemos que tu salud y bienestar y la de tu familia son tus prioridades mayores.

Queremos que sepas que la recolección de datos del Estudio Nacional de Ayuda Económica a Estudiantes de Postsecundaria de 2019-20 (NPSAS) sigue continuando y, de hecho, hemos añadido varias preguntas relacionados con la pandemia de COVID-19 que ayudará legisladores entender como COVID-19 ha afectado las experiencias de estudiantes en sus instituciones postsecundarias.

Para comenzar la encuesta automáticamente (disponible en inglés o español), haga clic en el botón de abajo:



Si deseas ir a nuestra página web del estudio, puedes iniciar sesión con tu ID de estudio y contraseña a siguiente.

<https://surveys.nces.ed.gov/npsas/>

**ID de Estudio:** «caseid»

**Contraseña:** «password» *(la contraseña distingue mayúsculas y minúsculas)*

Si tienes algunas preguntas, por favor no dudes a contactar la Línea de Ayuda a 877-677-2766 o por correo electrónico a [npsas@rti.org](mailto:npsas@rti.org).

Apreciamos todo de lo que haces. Por favor mantente a salvo.

Muchas gracias,

Tracy Hunt-White, Ph.D.  
Oficial del proyecto, NPSAS  
Centro Nacional para Estadísticas de  
Educación (NCES)  
[Tracy.Hunt-White@ed.gov](mailto:Tracy.Hunt-White@ed.gov) | 202-245-  
6507

Jennifer Wine, Ph.D.  
Directora, NPSAS  
RTI International  
[jennifer@rti.org](mailto:jennifer@rti.org) | 800-823-8942

## Postcards

### Reminder Postcard 2 (Money – Sent only to sample members who are incentive eligible) Outside

Recibe \$<<inc\_amount>> por completar una encuesta sobre tu experiencia educativa.

### Inside

<<fname>>, completa tu encuesta de NPSAS y te enviaremos \$<<inc\_amount>>. ¡La encuesta [IF ABBREVIATED OR NRFU: <<toma solamente <<time>> minutos!>>/ELSE: <<toma <<time>> minutos!>>]

Visita

<https://surveys.nces.ed.gov/npsas/>

Ingresa tu ID del estudio:

<<caseid>>

Pon tu contraseña:

<<contraseña>>

Escanea este  
código QR

<<QRCODE>>

¡Una vez que hayas completado la encuesta, te enviaremos \$<<inc\_amount>>!

Si tienes preguntas, por favor llama al 877-677-2766 o envíanos un correo electrónico a [npsas@ed.gov](mailto:npsas@ed.gov).

To request contact materials in English in the future, please call 877-677-2766 or send an e-mail to **npsas@ed.gov**. No. de Control de OMB: 1850-0666

Obtén más información sobre nuestros procedimientos de confidencialidad en <https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

### Reminder Postcard 3 (Policy Impact) Outside

<<fname>>, por favor ayuda a informar a los legisladores compartiendo tus experiencias educativas con el Departamento de Educación de los Estados Unidos.

### Inside

Los datos obtenidas de encuestas anteriores del Estudio Nacional de Ayuda Económica a Estudiantes de Postsecundaria (NPSAS) ayudan a legisladores, investigadores y educadores a entender mejor los problemas que afectan la vida de los estudiantes después de la escuela superior.

Completa hoy tu encuesta para ayudar a futuros estudiantes, iniciando sesión en <<NPSAS\_URL>> con tu ID del estudio y contraseña, o escanea el código QR:

Visita  
<https://surveys.nces.ed.gov/npsas/>

Escanea este  
código QR

ID del estudio:

O

<<QRCODE>>

<<**caseid**>>

Contraseña:

<<**contraseña**>>

[IF INCENTIVE ELIGIBLE: << Una vez que hayas completado la encuesta, te enviaremos \$<<inc\_amount>> para agradecerte por tu tiempo. >>] Si tienes preguntas, por favor llama al 877-677-2766 o envíanos un correo electrónico a [npsas@ed.gov](mailto:npsas@ed.gov).

To request contact materials in English in the future, please call 877-677-2766 or send an e-mail to [npsas@ed.gov](mailto:npsas@ed.gov). No. de Control de OMB: 1850-0666

Obtén más información sobre nuestros procedimientos de confidencialidad en <https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

## Reminder Postcard 7 (To the point)

### Outside

<<fname>>, tú puedes contribuir a un importante estudio sobre educación.

### Inside

La recolección de datos para NPSAS aún no termina. Si ya has completado tu encuesta, ¡muchas gracias!

Si aún no lo has hecho, puedes completar la encuesta en una de estas dos formas:

#### 1. Por Internet:

Visita:

<https://surveys.nces.ed.gov/npsas/>

Ingresa tu ID del estudio:

<<caseid>>

Pon tu contraseña:

<<contraseña>>

Escanea este código QR

○ <<QRCODE>>

#### 2. Por teléfono: Llama al 877-677-2766 para completar la encuesta por teléfono.

La encuesta [IF ABBREVIATED OR NRFU: <<solamente>>] te tomará <<time>> minutos. [IF INCENTIVE ELIGIBLE: << Una vez que hayas completado la encuesta, te enviaremos <<inc\_amount>>

como agradecimiento por tu tiempo. >>] Si tienes preguntas, por favor llama al 877-677-2766 o envíanos un correo electrónico a [npsas@ed.gov](mailto:npsas@ed.gov).

¡Por favor, completa tu encuesta lo más pronto posible!

To request contact materials in English in the future, please call 877-677-2766 or send an e-mail to [npsas@ed.gov](mailto:npsas@ed.gov). No. de Control de OMB: 1850-0666

Obtén más información sobre nuestros procedimientos de confidencialidad en <https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

## Nonresponse Follow-up Announcement Postcard

### Outside

[IF INCENTIVE ELIGIBLE: <<Recibe \$5 por 5 minutos de tu tiempo.>>]/[ELSE: <<¡5 minutos es todo lo que necesitamos!>>]

### Inside

<<fname>>, ¡contamos con tu ayuda para que NPSAS sea un éxito! Para conocer más sobre las experiencias de estudiantes como tú, hemos reducido tu encuesta a solo 5 minutos. Por favor, ¡completa esta breve encuesta ahora [IF INCENTIVE ELIGIBLE: <<, y recibe \$5>>]!

Por favor complétala en una de dos formas:

#### 1. Por Internet:

Visita  
<https://surveys.nces.ed.gov/npsas/>

Escanea este  
código QR

Ingresa tu ID del estudio:  **<<caseid>>**  
Pon tu contraseña:  
**<<contraseña>>**

<<QR코드>>

2. Por teléfono: Llama al 877-677-2766 para completar la encuesta por teléfono.  
Si tienes preguntas, por favor llama al 877-677-2766 o envíanos un correo electrónico a [npsas@ed.gov](mailto:npsas@ed.gov).

Para solicitar materiales de contacto en inglés en el futuro, por favor llame al 877-677-2766 o envía un e-mail a [npsas@ed.gov](mailto:npsas@ed.gov).

*No. de Control de OMB: 1850-0666*

*Obtén más información sobre nuestros procedimientos de confidencialidad en <https://surveys.nces.ed.gov/npsas/confidentiality.aspx>*

### **Abbreviated Announcement Postcard Outside**

¡Tu encuesta sobre educación ahora toma solamente <<time>> minutos!

### **Inside**

<<fname>>, quisimos enviarte un recordatorio de que tu encuesta de NPSAS ahora toma solamente <<time>> minutos[INCENTIVE ELIGIBLE:<< y todavía recibirás \$<<inc\_amount>> si completas hoy tu encuesta>>]!

Por favor complétala en una de dos formas:

#### 1. Por Internet:

Visita  
<https://surveys.nces.ed.gov/npsas/>

Escanea este  
código QR

Ingresa su ID del estudio:  **<<caseid>>**  
Pon tu contraseña:  
**<<contraseña>>**

<<QR코드>>

#### 2. Por teléfono: Llama al 877-677-2766 para completar la encuesta por teléfono.

Si tienes preguntas, por favor llama al 877-677-2766 o envíanos un correo electrónico a [npsas@ed.gov](mailto:npsas@ed.gov).

Para solicitar materiales de contacto en inglés en el futuro, por favor llame al 877-677-2766 o envía un e-mail a [npsas@ed.gov](mailto:npsas@ed.gov).

*No. de Control de OMB: 1850-0666*

*Obtén más información sobre nuestros procedimientos de confidencialidad en <https://surveys.nces.ed.gov/npsas/confidentiality.aspx>*

**Phase 2 Announcement Postcard**

**Outside**

[INSERT MERGE FIELD FROM TABLE - INCENTIVE TEXT OUTSIDE, PAGE E-196]

**Inside**

[INSERT MERGE FIELD FROM TABLE - INCENTIVE GROUP, PAGE E-197]

Completa la encuesta por Internet:

Visita:

<https://surveys.nces.ed.gov/npsas/>

Escanea este código QR

Ingresa su ID del estudio:

O

<<QRCODE>>

<<**caseid**>>

Pon tu contraseña:

<<**contraseña**>>

Completa la encuesta por teléfono: Llama al 877-677-2766 para completar la encuesta por teléfono.

Si tienes preguntas, por favor llama al 877-677-2766 o envíanos un correo electrónico a [npsas@ed.gov](mailto:npsas@ed.gov).

To request contact materials in English in the future, please call 877-677-2766 or send an e-mail to **npsas@ed.gov**. *No. de Control de OMB: 1850-0666*

*Obtén más información sobre nuestros procedimientos de confidencialidad en <https://surveys.nces.ed.gov/npsas/confidentiality.aspx>*



## Text Message Reminders

### Data Collection Announcement Text

US DEPT OF EDUC: <<fname>>, has sido seleccionado(a) para participar en el Estudio Nacional de Ayuda Económica a Estudiantes de Postsecundaria de 2019-20 del Departamento de Educación de los Estados Unidos. [IF INCENTIVE ELIGIBLE: <<Recibirás <<inc\_amount>> por tu participación.>>] Presiona aquí para completar tu encuesta: [bitly link]. Responde con la palabra STOP para dejar de recibir mensajes. Reply “English” to request this message in English.

### Text Message Reminder 1

US DEPT OF EDUC: Hi «fname». Tú puedes hacer que entendamos más sobre las experiencias de los estudiantes de universidad o *college*. Inicia sesión para completar tu encuesta de NPSAS [IF INCENTIVE ELIGIBLE:<<y <<ahora>> <<todavía>> recibirás \$<<inc\_amount>>]. Completa la encuesta en: [bitly link]. Responde con la palabra STOP para dejar de recibir mensajes. Reply “English” to request this message in English.

### Text Message Reminder 7

US DEPT OF EDUC: <<Fname>>, tu participación en NPSAS ayuda a informar políticas sobre cuestiones de educación postsecundaria, tales como préstamos estudiantiles. Presiona aquí [bitly link] para comenzar tu encuesta de <<time>>-minutos [IF INCENTIVE ELIGIBLE:<<y <<ahora>><<todavía>> recibirás \$<<inc\_amount>>>>]. Responde con la palabra STOP para dejar de recibir mensajes. Reply “English” to request this message in English.

### Text Message Reminder 8

US DEPT OF EDUC: ¡Tu encuesta de NPSAS de <<time>>-minutos es fácil de completar, <<fname>>![IF INCENTIVE ELIGIBLE: << Una vez que hayas completado la encuesta, <<ahora>> <<todavía>> recibirás \$<<inc\_amount>>>>]. Presiona aquí para comenzar: [bitly link]. Responde con la palabra STOP para dejar de recibir mensajes. Reply “English” to request this message in English.

### Text Message Reminder 13

US DEPT OF EDUC: <<fname>>, por favor ayuda a los legisladores a entender mejor cómo los estudiantes y sus familias cubren el costo de la educación después de la escuela superior [IF INCENTIVE ELIGIBLE:<< y <<ahora>><<todavía>> recibirás \$<<inc\_amount>>>>]. Presiona aquí: [bitly link]. Responde con la palabra STOP para dejar de recibir mensajes. Reply “English” to request this message in English.

### Text Message, Reminder 22 (Last Day)

US DEPT OF EDUC: «fname», hoy es el ÚLTIMO DÍA para completar tu encuesta de NPSAS de<<time>>-minutos [IF INCENTIVE ELIGIBLE:<<y <<ahora>><<todavía>>> recibirás \$<<inc\_amount>>>>]! Presiona aquí para comenzar: [bitly link]. Responde con la palabra STOP para dejar de recibir mensajes. Reply “English” to request this message in English.

### Nonresponse Follow-Up Via Text Announcement

US DEPT OF EDUC: Hi «fname». Tu encuesta de NPSAS ahora tiene menos de <<number\_questions>> preguntas fáciles [IF INCENTIVE ELIGIBLE:¡<< y <<ahora>> <<todavía>> recibirás \$<<inc\_amount>> como forma de agradecimiento>>]!

Comienza la encuesta respondiendo a este texto con la palabra COMENZAR. Responde con la palabra STOP para dejar de recibir mensajes. Reply "English" to request this message in English.

**Text Message Reminder (Abbreviated)**

US DEPT OF EDUC: Tenemos buenas noticias, «fname» - tu encuesta de NPSAS <<ahora>> toma solamente <<time>> minutos[IF INCENTIVE ELIGIBLE:<< y <<ahora>> << todavía>> recibirás \$<<inc\_amount>> además de los \$«prepaid1»/«prepaid2» que te envíamos por adelantado« a través de PayPal»/« por correo postal»»»]! Presiona aquí [<<para comenzar.>>]: [bitly link]. Responde con la palabra STOP para dejar de recibir mensajes. Reply "English" to request this message in English.

**Coronavirus Informational SMS Text - Spanish**

US DEPT OF EDUC: Mientras que entendemos que quizás no puedes participar en NPSAS:20 ahora como resultado de la pandemia COVID-19, la encuesta se mantiene abierto. Si eres capaz de participar, tus respuestas nos ayudará entender como la pandemia esta afectando a estudiantes. Haga clic aquí para comenzar: [bitly link]. Responde con la palabra STOP para dejar de recibir mensajes. Reply "English" to request this message in English.

**Group 1, Phase 2 Additional \$10 Prepaid Incentive Text**

US DEPT OF EDUC: <<fname>>, tu participación en NPSAS es importante, [IF PAYPAL PREPAID: y por eso te mandamos \$prepaid2 por PayPal; IF CASH: y por eso te vamos a mandar \$prepaid2 por correo]. <TRANSLATED TEXT>. Completa tu encuesta para recibir un pago adicional de \$<inc\_amount>. Haga clic aqui para empezar: [bitly link]. Responde con la palabra STOP para dejar de recibir mensajes. Reply "English" to request this message in English.

## E-mail Merge Fields

### Source and Signatory

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Source	Signatory
De parte de NCES	Tracy Hunt-White, Ph.D. Oficial del proyecto, NPSAS Centro Nacional para Estadísticas de Educación <a href="mailto:NPSAS@ed.gov">NPSAS@ed.gov</a>   202-245-6507
De parte de RTI – Directora del proyecto	Jennifer Wine, Ph.D. Directora del proyecto, NPSAS RTI International <a href="mailto:NPSAS@rti.org">NPSAS@rti.org</a>   877-225-8470
De parte de RTI – Líder de tarea	Jeff Franklin Líder de recolección de datos de NPSAS RTI International <a href="mailto:jwf@rti.org">jwf@rti.org</a>   877-225-8470
De parte de RTI – Equipo de recolección de datos	Equipo de recolección de datos de NPSAS <a href="mailto:npsas@ed.gov">npsas@ed.gov</a>   877-225-8470

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## Incentive Selection

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PayPal	Nuestros registros indican que escogiste recibir nuestra muestra de agradecimiento a través de PayPal. Por favor toma en cuenta que procesar tu pago puede tomar hasta un día hábil o de negocio. Por favor espera recibir un correo electrónico de PayPal indicando que has recibido fondos de parte de RTI International. (Tal vez tengas que revisar también tu carpeta de CORREO NO DESEADO O SPAM.) Si tienes alguna duda, por favor comunícate con nosotros.
PayPal no entregado	Nuestros récords indican que tu pago a través de PayPal no pudo ser entregado. Nos gustaría volver a enviarte tu pago. Por favor responde a este correo electrónico y avísanos si te gustaría que enviemos el pago usando una dirección electrónica diferente, o si te gustaría que intentemos enviarlo nuevamente a la dirección electrónica «emailaddress». El hecho de que el pago no pudo ser entregado podría indicar que tu cuenta está bloqueada o inactiva.
PayPal aceptado	Nuestros récords indican que elegiste recibir nuestra muestra de agradecimiento por PayPal y que has aceptado el pago. Por favor contáctanos si tienes alguna inquietud.
PayPal no reclamado	Nuestros récords indican que elegiste recibir nuestra muestra de agradecimiento por PayPal, pero que aún no has reclamado tu pago. El pago expirará después de 30 días, así que por favor asegúrate de reclamarlo antes de ese plazo. Por favor contáctanos si tienes alguna inquietud.
Cheque	Nuestros récords indican que elegiste recibir nuestra muestra de agradecimiento por cheque. Tu cheque está siendo procesado y deberías recibirlo de 3 a 4 semanas. <<Por favor toma en cuenta: Tu cheque podría ser retrasado como resultado a la pandemia COVID-19. Nos disculpamos por algún molestia esto podría causar.>> Por favor contáctanos si tienes alguna inquietud.
No hay incentivo	Leave blank

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## Incentive Text Outside

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Incentivo Grupo 1	Recibe el resto de tu incentivo cuando completes una encuesta importante sobre educación.
Incentivo Grupo 2	Nuevo incentivo por completar una importante encuesta sobre educación.
Incentivo Grupo 3	Completa hoy tu importante encuesta sobre educación y recibe \$<<inc_amount>>.
No es elegible para incentivo	¡Ayúdanos a alcanzar nuestro objetivo!

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## Incentive Group

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Incentivo Grupo 1	<<fname>>, recientemente te enviamos \$10 para agradecerte por adelantado por completar tu encuesta. Una vez que termines tu encuesta de <<time>>-minutos, te enviaremos <<inc_amount>> adicionales con cheque << o a través de PayPal>>. Esperamos que completes la encuesta hoy.
Incentivo Grupo 2	<<fname>>, ¡hemos duplicado tu incentivo! Una vez que completes tu encuesta de <<time>>-minutos, te enviaremos \$<<inc_amount>> con cheque<< o a través de PayPal>>. Esperamos que completes la encuesta hoy.
Incentivo Grupo 3	<<fname>>, una vez que completes tu encuesta de <<time>>-minutos, te enviaremos \$<<inc_amount>> con cheque<< o a través de PayPal>>. Esperamos que completes la encuesta hoy.
No hay incentivo	<<fname>>, esperamos que completes hoy tu encuesta de <<time>>-minutos.

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